



JOHN J. HELDRICH CENTER FOR WORKFORCE DEVELOPMENT



New Jersey 9-1-1 Consolidation Study

Profile of the New Jersey E9-1-1 System

Report prepared for the State of New Jersey
Office of Emergency Telecommunications Services
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INTRODUCTION

In 1999, the Center for Government Services at Rutgers, The State University of New Jersey completed a study of New Jersey's 9-1-1 system.¹ The study offered a snapshot of the extensive and decentralized network of Public Safety Answering Points (PSAPs) that receive incoming calls requesting emergency assistance and that dispatch police, fire, and medical units in response. A key finding of the study was that about half of the state's municipalities had entered into regional relationships to carry out 9-1-1 services and that further regional cooperation would improve service to the public and reduce costs. Mattek and McHugh recommended that a "concerted effort" be put in place by all levels of government to achieve further regional cooperation, especially the regionalization of dispatching services, and that such cooperation would likely result in improved service and lower costs.²

Since that time, the E9-1-1 system has undergone significant changes and upgrades. Additionally, the State of New Jersey has instituted major policy changes, including replacing key components of the 9-1-1 network and launching the cut over to wireless E9-1-1 services. At the same time, there has been an explosion in the use of wireless communication devices and new technologies, such as Voice-Over-Internet Protocol, that present ever greater challenges to the network and call center operators. To help combat these and future challenges, the State recently created the "9-1-1 System and Emergency Response Fee,"³ a surcharge to be paid by telecommunications service customers and collected by telecommunication providers. This created, for the first time, a stable source of funding for New Jersey's 9-1-1 network.

The State of New Jersey Office of Management and Budget commissioned the John J. Heldrich Center for Workforce Development at Rutgers University to build on the findings of the 1999 study by exploring ways to improve the efficiency of New Jersey's 9-1-1 system while maximizing the use of available funding.

There are over 200 PSAPs and more than 100 enhanced Public Safety Dispatch Points (PSDPs) operating in New Jersey. The central goal of this study is to determine whether a consolidation of PSAPs and PSDPs could reduce costs while maintaining and/or improving the level of service. The project consists of several deliverables, the first of which is this report describing the state's E9-1-1 system. Future deliverables will outline key issues and options for consolidating 9-1-1 services, examine the practicality of describing a minimum threshold for PSAP size (i.e., call volume, population), and propose, where supported by the research findings, sufficient staffing, and cost data, a consolidation model for each county.

This report is the first of five deliverables to be produced by the Heldrich Center. This report provides an overview of the entire E9-1-1 consolidation study. It describes the system's evolution, key relationships, and the current method of delivering E9-1-1 services in New Jersey, from the receipt of an emergency call to the dispatch of emergency personnel. Additionally, this report analyzes and compares PSAPs based upon location, call volume, and population served.

¹ David C. Mattek & John T. McHugh, *New Jersey's Statewide 9-1-1 System: A Case Study in Regionalization in New Jersey*, 1999.

² Ibid.

³ See P.L. 2004, c.48.

OVERVIEW OF THE STUDY

The State of New Jersey is seeking to update the 1999 Center for Government Services report to describe the history, delivery system, and organization of the state's E9-1-1 system and to outline key issues and options for consolidating 9-1-1 services. While the central goal of this study is to identify options for further consolidation of the state's E9-1-1 system, the study is also intended to provide an in-depth understanding of existing PSAP capabilities and identify upgrade requirements for statewide compatibility with the Phase II Federal Communication Commission (FCC) requirements for wireless calls. Specifically, the Heldrich Center's research efforts are structured around five tasks, which are described below:

- **Profile of E9-1-1 Service System in New Jersey.** The profile will describe the system's evolution and the current method of delivering E9-1-1 services in New Jersey, from the receipt of an emergency call to the dispatch of emergency personnel. In addition, the profile will describe the current organizational structure of the E9-1-1 system.
- **Assessment of Other States' Experience.** To draw out relevant lessons for New Jersey, including the use of incentives and disincentives, the Heldrich Center will review studies prepared by other states and consult national experts and associations to assess the experience of other states that have pursued E9-1-1 consolidation.
- **Identification of Issues and Options for Further Consolidation in New Jersey.** Through interviews with key county and municipal officials, the Heldrich Center will identify the benefits and costs associated with consolidation. Based on the findings of these case studies and interviews with state and national experts, the Heldrich Center will offer a range of options for further consolidation. The

Center will also offer possible recommended incentives and strategies for accomplishing a desired level of consolidation, which are sensitive to New Jersey's current E9-1-1 system and that reflect other states' best practices.

- **Analysis of Cost Savings to New Jersey Resulting from Further Consolidation.** The Heldrich Center will determine, to the extent possible, any cost savings to New Jersey as a result of further consolidation under various consolidation scenarios. This will include the cost savings associated with merging secondary dispatch services into a PSAP function.
- **Consolidation Model Specific to Each County.** The Heldrich Center will conduct extensive site visits, interviews, and in-depth analyses to determine the potential for consolidation in each county and the unique circumstances and factors that are likely to influence consolidation. Based on findings from the site visits, interviews, and analyses, the Heldrich Center will propose a consolidation model that reflects the unique circumstances and institutional arrangements of each county. This will include possible incentives or strategies for encouraging further consolidation.

HISTORY OF NEW JERSEY'S 9-1-1 SYSTEM

The framework for the original New Jersey statewide 9-1-1 system was established through enabling legislation in 1989.⁴ Among other things, the Statewide 9-1-1 Enhanced Emergency Telephone System Act established the Office of Emergency Telecommunication Services (OETS), and vested with it the responsibility for planning, designing, implementing, and coordinating the statewide emergency 9-1-1 network. The enabling legislation required each county to designate a 9-1-1 coordinator to meet with all affected local emergency of-

⁴ See P.L. 1989, c. 3.

officials in order to develop a mutually agreed upon county plan. County plans were submitted to OETS for review and approval. OETS adopted the statewide 9-1-1 emergency plan in January 1990.

New Jersey's efforts to establish 9-1-1 as a universal emergency telephone number preceded federal efforts by more than a decade. In 1999, the U.S. Congress passed the Wireless Communications and Public Safety Act of 1999 (9-1-1 Act). The 9-1-1 Act encouraged the FCC to support efforts by states to deploy a 9-1-1 infrastructure and programs including wireless telecommunications networks and enhanced wireless 9-1-1 service.⁵ In 2000, the FCC took action to implement the 9-1-1 Act by, among other things, designating 9-1-1 as the universal emergency telephone number in the United States.

New Jersey funded the original 9-1-1 infrastructure in 1991 at a cost of \$94 million through two Certificates of Participation (COP).⁶ Each COP was for a period of 14 years, ending in April 2005. The proceeds of the COPs funded the backbone of the 9-1-1 network, including routers, databases, and dedicated 9-1-1 trunk lines. Local PSAPs and PSDPs were responsible for the costs associated with equipment purchases, staffing, facilities, and operations.

In 1997, a line of credit for \$4.7 million was executed to fund upgrades to the E9-1-1 network. The upgrades enabled New Jersey to begin to implement Phase I wireless 9-1-1 services⁷ and to

address issues arising from the growing number of area codes. Other upgrades funded by the line of credit included purchasing a new tandem switch and upgrading database software and capacity.

In 1999, New Jersey's 9-1-1 law was amended to transfer OETS from the Office of the Attorney General to the Office of Information Technology (OIT).⁸ The Office of Information Technology is an agency in, but not of, the Department of the Treasury⁹ and is responsible for establishing information technology policy for the Executive Branch of New Jersey state government. The State of New Jersey implemented enhanced wire line 9-1-1 in December 2004.¹⁰ The amendments also established the 9-1-1 Commission to oversee OETS efforts to design and implement the state's E9-1-1 network.

The FCC began addressing the need to extend E9-1-1 services to wireless devices in 1993¹¹ and adopted its first wireless E9-1-1 rules in 1996.¹² The rules created schedules for wireless carriers to provide both basic and enhanced 9-1-1 services. Under Phase I, wireless carriers must provide PSAPs with the callback number of the device making the call and the location of the cell site/sector receiving a 9-1-1 call. Under Phase II, the wireless carriers are required to provide to PSAPs the location of all 9-1-1 callers by longitude and latitude (within different degrees of accuracy depending upon the location technology employed) beginning October 1, 2001. In October 1999, the FCC revised its rules to impose more stringent accuracy requirements.¹³ The FCC has continued to take action to effectuate the implementation of wireless E9-1-1.¹⁴

⁵ See 47 USC Sec. 615

⁶ A COP is a lease-purchase agreement that provides for the acquisition of equipment, services, and real property to be used by various departments and agencies of the state. A COP represents a proportionate interest of the owner thereof in the lease payments to be made by the state under the terms of the lease-purchase agreement.

⁷ Phase I wireless requires that all wireless carriers provide the PSAPs with the wireless telephone number and the location of the cell tower that received the call.

⁸ See P.L. 1999, c. 125

⁹ No operational entity can be created in state government unless it is attached to an existing Executive Branch agency. At one time, OIT was a division of Treasury, but it was felt that they could not effectively provide services for the Executive Branch when it was part of Treasury. The "in-but-not-of" construct allows a certain degree of independence, but still satisfies the spirit/intent of the law.

¹⁰ E-mail from John Cusack, OETS, August 30, 2005.

¹¹ Dale M. Hatfield, *A Report on Technical and Operational Issues Impacting the Provision of Wireless Enhanced 9-1-1 Services*.

¹² *Revision of the Commission's Rules to Ensure Compatibility with Enhanced 9-1-1 Emergency Calling Systems*, CC Docket No. 94-102, Report and Order and Further Notice of Proposed Rulemaking (1996).

¹³ Hatfield, *A Report on Technical and Operational Issues*.

¹⁴ See *Revision of the Commissions' Rules to Ensure Compatibility with Enhanced 9-1-1 Emergency Calling Systems*, CC Docket No. 94-102, Fourth Memorandum Opinion and Order (2000) (*E9-1-1 Fourth Memorandum Opinion and Order*). See also, *In the Matter of Revision of the Commission's Rules to Ensure Compatibility with Enhanced 9-1-1 Emergency Calling Systems Request for Waiver by Nextel Communications, Inc.*, order (2001).

Also in 1999, Rockwell International, Inc., the manufacturer of the underlying call routing systems and of much of the answering equipment in many of New Jersey's PSAPs, notified Verizon¹⁵ that it would terminate support of their switches in December 2002, three years before the end of the contract between Verizon and New Jersey. That decision effectively rendered much of New Jersey's 9-1-1 network obsolete. This necessitated a significant network upgrade, including replacing the switches and, for many PSAPs, their call-taking equipment as well.¹⁶ Verizon replaced the four Rockwell switches with equipment from Nortel in 2004 at no cost to the state.

Those PSAPs with Rockwell call answering equipment either purchased new equipment or converted to the Plant MAARs equipment loaned by Verizon. Verizon gave PSAPs until September 2005 to either replace the Plant MAARs equipment or purchase it outright. According to OETS, the replace versus purchase question remains an ongoing issue and OETS is unsure of the exact number of PSAPs affected or their current status. Given that more than 100 PSAPs and PSDPs had been using the Rockwell equipment, it is likely that most have had to invest in new or replacement equipment within the past several years or are planning to do so in the near future.

In June 2004, the New Jersey Legislature authorized a new monthly surcharge of \$0.90 per phone line.¹⁷ The fee is intended to provide a stable source of revenue for replacing the current 9-1-1 infrastructure and pay for costs of funding the state's capital equipment, facilities, and other operating expenses associated with emergency preparedness, counter terrorism measures, and security

at state facilities. Proceeds from the surcharge are credited to the "9-1-1 System and Emergency Response Trust Fund Account."

In FY2006, the state initiated the Enhanced 9-1-1 grant program to begin distributing the proceeds of the 9-1-1 System and Emergency Response Fee. The grant program is intended to provide financial aid to PSAPs for the purpose of purchasing, operating, maintaining, and upgrading the technology in their call centers. There are two categories of grants: PSAP equipment and general assistance. Residual funds from the general assistance grant program will be made available for PSAP consolidation grants. However, the state reserves the right to make additional monies available for consolidation grants under exceptional circumstances. All grants will be distributed based upon criteria established by the 9-1-1 Commission, the Department of the Treasury, Community Affairs, and the Attorney General's office.

OETS distributed the initial round of grant applications in August 2005. All applications were evaluated and prioritized by a committee consisting of representatives of the 9-1-1 Commission, OETS, and the Department of the Treasury. The evaluation committee approved the distribution of just over \$6.2 million in PSAP equipment grants and almost \$3.7 million in general assistance grants. Surprisingly, not all eligible PSAPs applied for grants for which they were eligible. In light of this, the 9-1-1 Commission extended the deadline for certain PSAPs so that they may apply for general assistance and/or consolidation grants. Additionally, the Commission decided to defer distribution of grants to some PSAPs until 2006.

¹⁵ Verizon (formerly Bell Atlantic), the certified local exchange carrier in New Jersey.

¹⁶ OETS estimates that over 100 PSAPs were required to acquire new call taking equipment.

¹⁷ P.L. 2004, c.48.

E9-1-1 NETWORK

The backbone of New Jersey's 9-1-1 network consists of four tandem selective routers, the Automatic Location Identification (ALI) database, and dedicated 9-1-1 trunk lines. Together, these components deliver a 9-1-1 call—including the caller's telephone number and location—to a PSAP. All 9-1-1 calls go to one of the routers, which search the ALI database to determine the correct PSAP to which to direct the call.

In New Jersey, there are 29 wire line phone companies and 6¹⁸ wireless providers involved in processing 9-1-1 calls. Additionally, there is an unknown number of Internet and other providers offering Voice-Over-Internet Protocol services. Verizon is the local exchange carrier providing E9-1-1 services.

Typical Call Routing

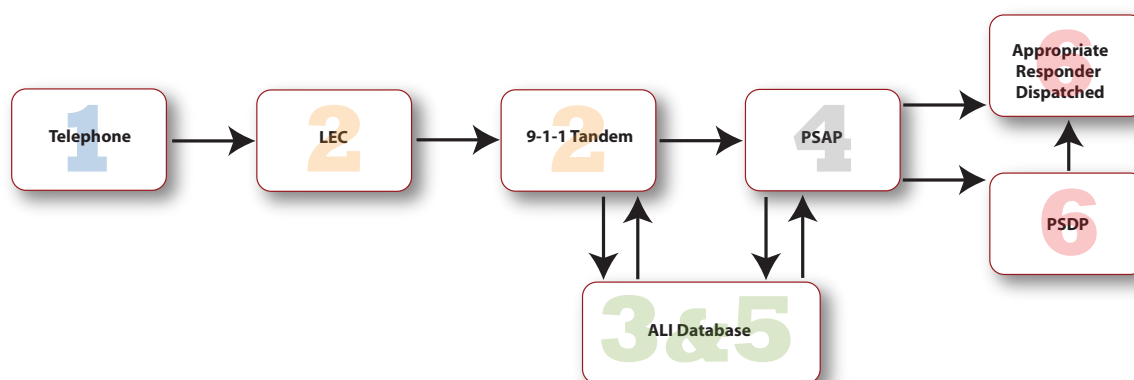
Generally, the primary PSAP answers all calls delivered over 9-1-1 lines. There are some exceptions for wireless calls, which are described below. If the PSAP call taker determines that the call is an emergency requiring a response, then the call taker will either dispatch the required emergency responders (police, fire, emergency medical services) or forward the call to either a dispatcher located within

that PSAP or to a secondary PSAP (a Public Safety Dispatch Point, or PSDP), which will dispatch the appropriate emergency responders. If the PSAP call taker determines that the call is not an emergency, the call may be transferred to an automatic recording directing the caller to call back via the appropriate 10-digit administrative lines. Alternatively, the PSAP call taker may provide the requested information/assistance, provided emergency services response would not be compromised.

Wire Line E9-1-1 Calls¹⁹

New Jersey oversees a robust 9-1-1 network, with redundancies and backup capabilities enabling 9-1-1 emergency calls to be effectively and efficiently routed to the appropriate PSAP. When a 9-1-1 call is made from a specific address, the switching office locates the telephone number and the location of the caller, and the 9-1-1 call is routed to the appropriate PSAP based on the address of the call. (See Figure 1.) When a PSAP receives a 9-1-1 call, the Automatic Number Identification is sent by the ALI control software to the ALI database and the associated ALI record is retrieved. As the call taker is speaking to the caller, the ALI information is displayed on a computer monitor for the PSAP call taker.

Figure 1. Call Path of a Wire Line E9-1-1 Call



¹⁸ AT&T and Cingular—recently merged—Sussex Cellular, Verizon, Nextel, Sprint, and T-Mobile.

¹⁹ The description of call routing in this section draws directly from a PowerPoint presentation developed by OETS.

In the event the dedicated trunk groups are out of service, calls will route via an alternate trunk group to the Traffic Operator Position System tandem and then to the 9-1-1 selective router. These calls will not go to an operator; they will simply use the operator tandem switch as a non-SS7 alternate route to the 9-1-1 tandems. Should both the SS7 trunk group and the alternate trunk group fail, the 9-1-1 calls will route to a local pre-designated 10-digit number answered by PSAP personnel. Many local exchange carriers have the ability to forward “o” emergency calls into the 9-1-1 network, thereby passing on the caller’s telephone number.

Wireless 9-1-1 Calls–Phase I

There are several wireless E9-1-1 solutions that provide the required voice and data to a PSAP from a wireless service provider’s network. Whatever solution is chosen, the wireless service provider must connect a voice and signaling path from its mobile switching center (MSC) to the E9-1-1 selective router. This transports the caller’s voice and telephone number, and the location of the caller or the cell tower to the PSAP. The MSC performs a role that is parallel to that of the end office in the wire line environment. As of December 2004, all New Jersey PSAPs are capable of accepting Phase I wireless calls.

Wireless 9-1-1 Calls–Phase II

Wireless Phase II requires that the specific location of the caller be delivered to the PSAP in the form of earth coordinates (latitude/longitude, or x, y). To do this, the 9-1-1 infrastructure must include a positioning determining entity to verify and provide location information.

The FCC defines two types of locational technology—network based and handset based. Network based means that the components needed to determine location are embedded into the wireless E9-1-1 network, such as at the MSC and/or cell sites. Handset based means that some of the location technology is embedded into the wireless handset, such as a Geographical Positioning System chip or software modifications. Both variations are currently in use in New Jersey.

In 1996, the FCC adopted accuracy and reliability requirements for ALI as part of its rules for wireless carrier E9-1-1 service.²⁰ Those rules were revised in 1999²¹ to require the following for E9-1-1 Phase II operations:

- For network-based solutions: Location information had to be accurate within 100 meters for 67% of calls and within 300 meters for 95% of calls; and
- For handset-based solutions: Location information had to be accurate within 50 meters for 67% of calls and within 150 meters for 95% of calls.

As of this writing, 5 (Burlington, Camden, Cape May, Cumberland, and Gloucester Counties) of New Jersey’s 21 counties were capable of receiving Phase II wireless calls from at least three wireless service providers (Cingular Blue, Verizon, and Nextel). Eight counties (Atlantic, Bergen, Mercer, Monmouth, Ocean, Salem, Somerset, and Warren) can receive Phase II wireless calls from at least one wireless service provider: Cingular Blue, Nextel, or Verizon. The remaining counties (Essex, Hudson, Hunterdon, Middlesex, Morris, Passaic, Sussex, and Union) are scheduled to be cut over to Phase II in 2005. In counties where cut over has already begun, additional providers will be added until the state has 100% Phase II service from all carriers.

²⁰ CC Docket No. 94-102, *Revision of the Commission’s Rules to Ensure Compatibility with Enhanced 9-1-1 Emergency Calling Systems*.

²¹ Third Report and Order in CC Docket No. 94-102, *Revision of the Commission’s Rules to Ensure Compatibility with Enhanced 9-1-1 Emergency Calling Systems* (October 6, 1999).

Figure 2. Call Path of a Wireless E9-1-1 Call—Network Based

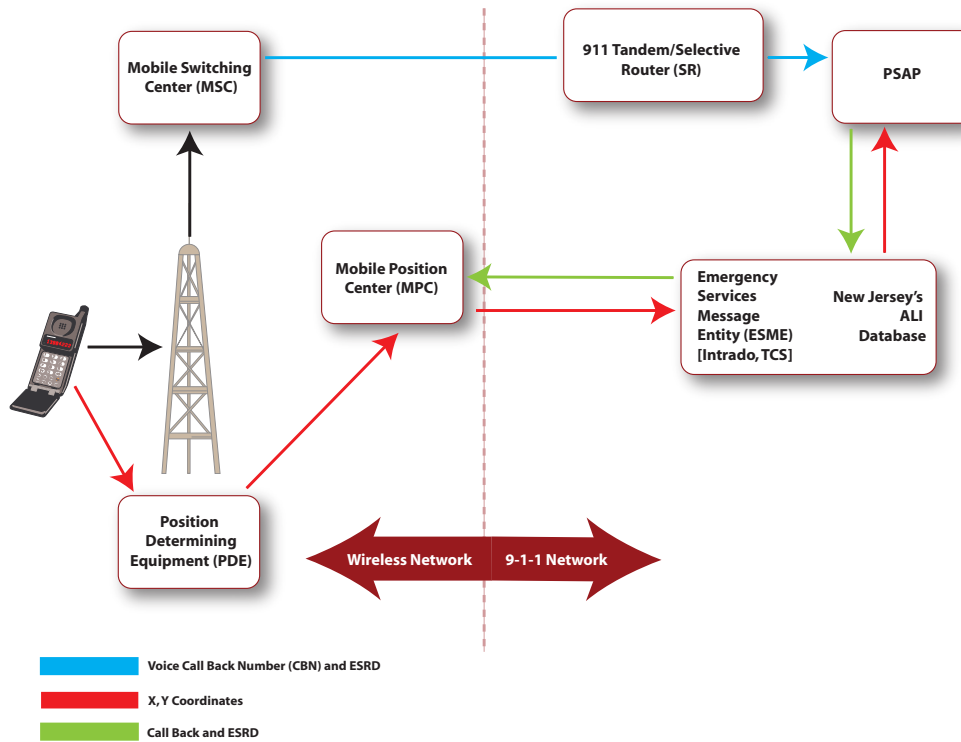
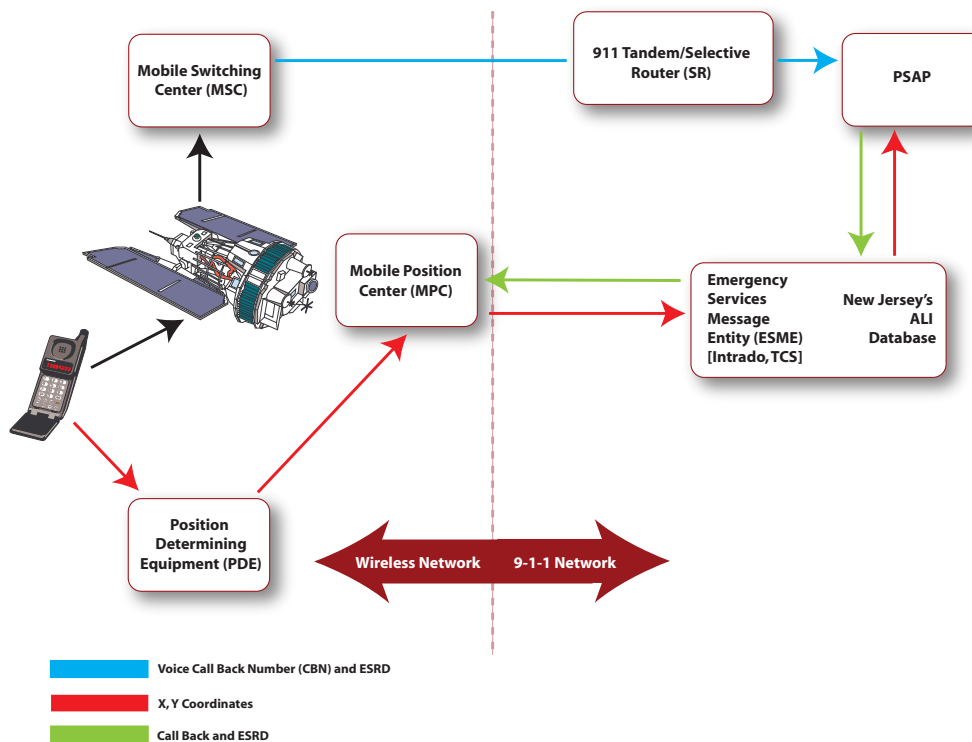


Figure 3. Call Path of a Wireless E9-1-1 Call—Handset Based



9-1-1 GOVERNANCE

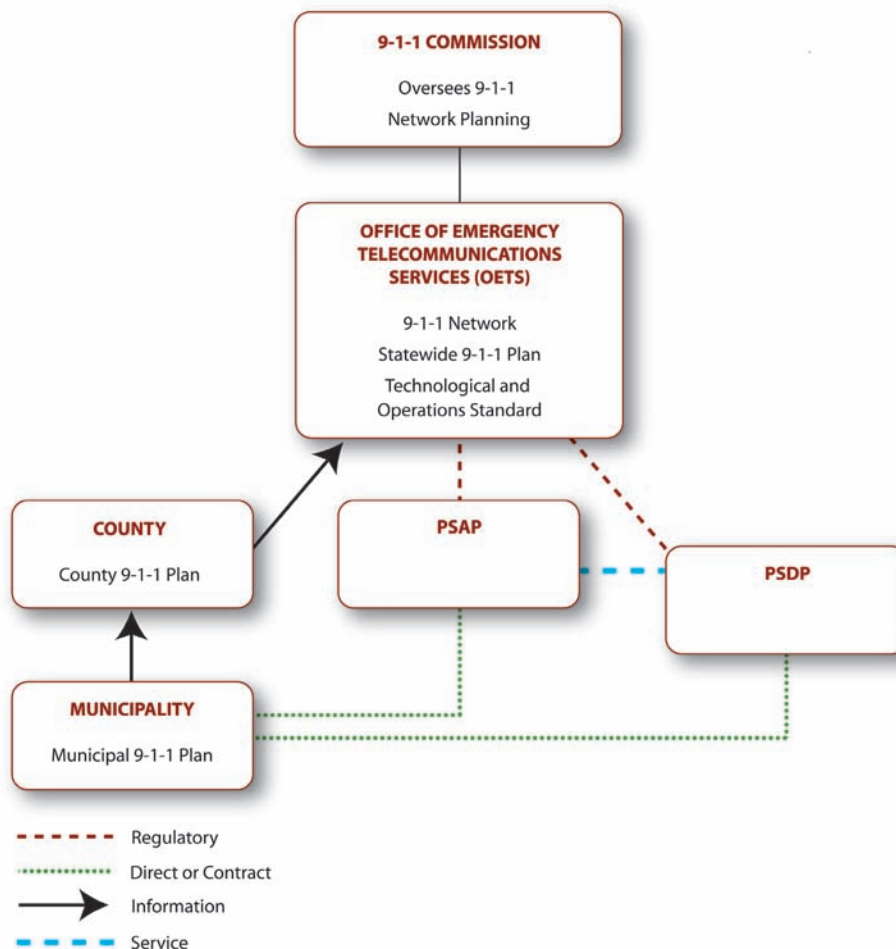
New Jersey's E9-1-1 system is overseen and influenced by an extended, yet interrelated, network of state and local governmental entities whose primary purpose is to provide a reliable emergency services system. As the central agency responsible for system coordination, operations, and training standards, OETS is the main component of this system. PSAPs and PSDPs are the first line responders to calls for emergency services. Other participants, including the 9-1-1 Commission and local governing officials, play smaller, yet significant roles in the overall oversight and implementation of New Jersey's E9-1-1 system. Figure 4 illustrates the interrelationships between the parties participating in the system.

OETS

The state's duties, through OETS, under the state E9-1-1 Act, have been to plan, design, implement, and coordinate New Jersey's 9-1-1 system. This includes developing a statewide plan, overseeing changes to the 9-1-1 network, and establishing technical and operational standards for PSAPs. Most significantly, OETS has sole authority and control over the design and configuration of the 9-1-1 network.²²

OETS also has the authority to adopt regulations in furtherance of the E9-1-1 Act, inspect PSAPs for compliance with established standards, and set minimum training requirements for call takers and dispatchers. However, OETS has little or no authority to enforce the terms of the 9-1-1 Act should a

Figure 4. E9-1-1 Entities and Agencies



²² See N.J.S.A. 52:17C-3.

PSAP fail to comply with established standards. Enforcement authority is vested with the State Attorney General, who may institute civil proceedings to enforce the provisions of the Act.²³

9-1-1 Commission

In 1999, the state E9-1-1 Act was amended to establish a permanent 9-1-1 Commission. The Commission is charged with overseeing OETS in the planning and implementation of the statewide emergency enhanced 9-1-1 network.²⁴ The Commission consists of 30 members representing lawmakers, state agencies, law enforcement, healthcare representatives, PSAP operators, wireless carriers, various stakeholder groups, and the Board of Public Utilities. The Commission is chaired by the state's Chief Technology Officer and meets once every other month. The Commission has six subcommittees—finance, public education, legislative, network, PSAP equipment, and training.

At present, 11 of the 30 seats on the Commission remain technically vacant. Four seats are vacant and the terms of seven commissioners have expired, although some continue to serve. In addition, several of the service agencies with representation on the 9-1-1 Commission submitted the names of nominees to fill vacancies in May 2005. To date, no appointment action has been taken by either the Executive or the Legislative Branch.

County

The state E9-1-1 Act requires the governing board of each county to appoint a 9-1-1 coordinator to coordinate the 9-1-1 activities within the county.²⁵ The county 9-1-1 coordinator is the central point of contact for the development and maintenance of the county 9-1-1 plan, which specifies the number and location of all PSAPs, the procedure each PSAP will employ for continuing services during a

power loss, the membership and organization characteristic of each PSAP and PSDP, and the number of lines and call taker positions that each PSAP will utilize. Each county is eligible for funding, up to \$25,000, for the costs incurred for the employment of a 9-1-1 coordinator.

Municipality

Every municipality in New Jersey is required to establish, “singly or in conjunction with other municipalities,” or participate in a regional PSAP that has implemented E9-1-1.²⁶ Like counties, municipalities are also required to appoint a 9-1-1 coordinator and prepare a municipal 9-1-1 plan that specifies the number and location of all PSAPs that serve the municipality, the procedure each PSAP will employ for continuing services during a power loss, the membership and organizational characteristics of each PSAP and PSDP, and the number of lines and call taker positions that each PSAP will utilize. Municipalities located in counties that have a countywide PSAP are not required to submit a municipal 9-1-1 plan so long as they are served by that countywide PSAP. Should a municipality choose to discontinue its association with a regional or countywide PSAP, it will be required to submit a municipal 9-1-1 plan to OETS. Also, each municipality must provide the data to support the Automatic Location Identification capability of the E9-1-1 network.

PSAP/PSDP

The Public Safety Answering Point performs a vital role in New Jersey's 9-1-1 emergency telephone system. The PSAP answers 9-1-1 calls and dispatches the appropriate emergency service or transfers 9-1-1 calls to other public safety agencies (PSDPs) for response. By law and regulation, PSAPs are required to operate pursuant to the staffing, equipment, and operational standards established by

²³ P.L. 1989, c. 15

²⁴ P.L. 1989, c. 2

²⁵ P.L. 1989, c. 5

²⁶ See N.J.S.A. 52:17C-6.

OETS. Specifically, PSAPs are obligated to obtain, operate, and maintain E9-1-1 equipment, which must be acquired from a pre-approved list authorized by OETS.²⁷ Similarly, PSDPs are required to adhere to specific, although less comprehensive, equipment and staffing standards.

In reality, both PSAPs and PSDPs enjoy considerable latitude when it comes to managing their staff and operations. It is left to the individual PSAP operator to set the standards for call taker recruitment and compensation, actual number of call takers required to satisfy the OETS's or municipality's standards, and record-keeping requirements beyond the mandated 31 days.

OVERVIEW OF PSAPS IN NEW JERSEY

The New Jersey statutes define a Public Safety Answering Point as “...a facility, operated on a 24-hour basis, assigned the responsibility of receiving 9-1-1 calls and, as appropriate, directly dispatching emergency response services or transferring or relaying emergency 9-1-1 calls to other public safety agencies.”²⁸ Under this definition, New Jersey has over 200 PSAPs. The state distinguishes between primary and secondary PSAPs as follows: a primary PSAP is the first point of reception of a 9-1-1 call; a secondary PSAP, referred to as a Public Safety Dispatch Point (PSDP), is a location that provides dispatch services for one or more public safety agencies.²⁹ There are over 100 PSDPs using E9-1-1 equipment to receive and dispatch calls for service.

There are 203 PSAPs and 105 PSDPs in New Jersey, and each county has at least one PSAP. The New Jersey State Police operate four PSAPs to handle

mostly wireless 9-1-1 calls. Various military installations and educational institutions operate four PSAPs and include Picatinny Arsenal, McGuire Air Force Base, Rutgers University, and Kean University.

PSAPs offer two key public safety services: taking calls, including 9-1-1 calls, and dispatching or transferring calls for dispatch by a designated PSDP responder for one or more public safety agencies (that is, police, fire, and emergency medical services). In addition, many PSAPs direct their personnel to provide additional services for their respective communities; these duties most typically include answering administrative phone lines and dealing with the public at the agency's front desk. Currently, all New Jersey PSAPs are able to handle E9-1-1, which automatically directs a call to the appropriate PSAP and identifies the wire line caller's location and originating number. For the most part, existing equipment does not identify the caller's location for incoming wireless calls, although all PSAPs in New Jersey are capable of receiving Phase I wireless calls and several counties have successfully completed cut over to Phase II.³⁰

The majority of PSAPs tend to be operated by law enforcement agencies, usually by a local police department, county police department, or sheriff's office. In limited situations, a PSAP may be operated by a county public service agency or a regional communications center. Generally, all of the primary PSAPs within New Jersey fit into one of three categories. (See Map 1.) Each of these categories is described below. For a specific list of PSAP and PSDPs by county, refer to Appendices A and B.

Counties with a countywide PSAP. In these counties, all 9-1-1 calls are routed to a single facility and emergency responders (law enforce-

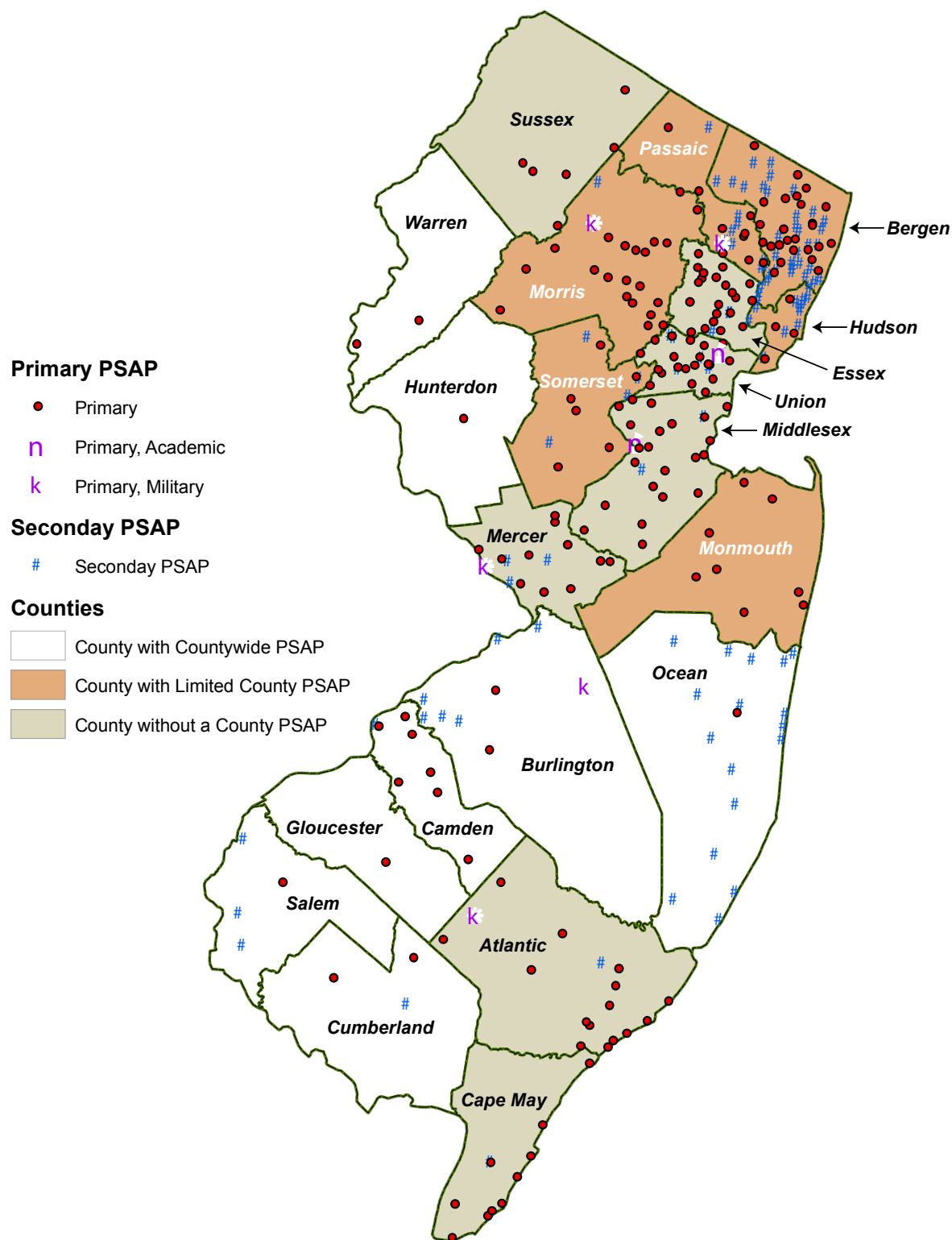
²⁷ See N.J.A.C. 17:24-8.1

²⁸ P.L. 1989, c.1.

²⁹ N.J.A.C. 17:24-1.2

³⁰ The cut over process for Phase II wireless refers to the process whereby OETS works with an individual PSAP to test and confirm receipt of wireless location information and is conducted on a provider-by-provider basis for each county. To date, no county has completely implemented Phase II. Counties able to implement Phase II for at least 50% of the wireless providers include Burlington, Gloucester, Camden, and Cumberland.

Map 1. PSAP and PSDP by Type and Location

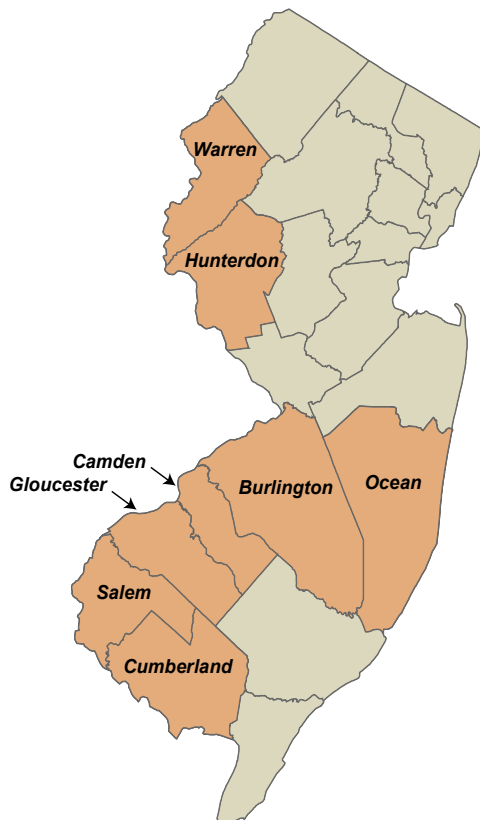


are dispatched to respond to the emergency. Eight New Jersey counties utilize this type of arrangement: Burlington, Camden, Cumberland, Gloucester, Hunterdon, Ocean, Salem, and Warren. (See Map 2.) While each of these counties is considered to have a countywide system, there are five counties where individual PSAPs receive their own 9-1-1 calls: Burlington,³¹ Camden,³² Cumberland,³³ Ocean,³⁴ and Warren.³⁵

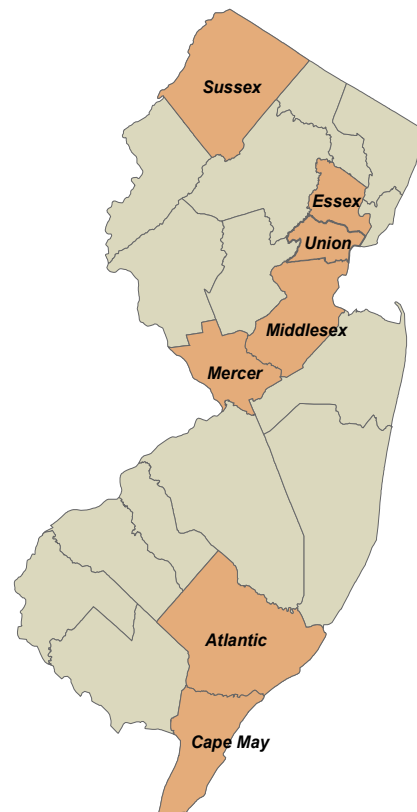
Counties without a countywide PSAP. Seven counties have only local PSAPs: Atlantic, Cape May, Essex, Mercer, Middlesex, Sussex, and Union. Map 3 illustrates the locations of these counties.

Counties with a limited county PSAP. Six counties have a county PSAP but it is not very large and does not handle much of the call volume. Most of the major municipalities still have their own PSAPs. Counties in this category are: Bergen, Hudson, Monmouth, Morris, Passaic, and Somerset. (See Map 4.)³⁶

Map 2. Counties with a Countywide PSAP



Map 3. Counties without a Countywide PSAP



³¹ The Burlington County Communications Center does not provide call taking/dispatch services for McGuire Air Force Base or Medford Township.

³² Camden County Communications Center does not provide call taking/dispatch services for Camden City, Cherry Hill, Gloucester City, Pennsauken, Voorhees, and Winslow Township. These communities comprise over 50% of the county population.

³³ The Cumberland County Communications Center does not provide call taking/dispatch services for Vineland City.

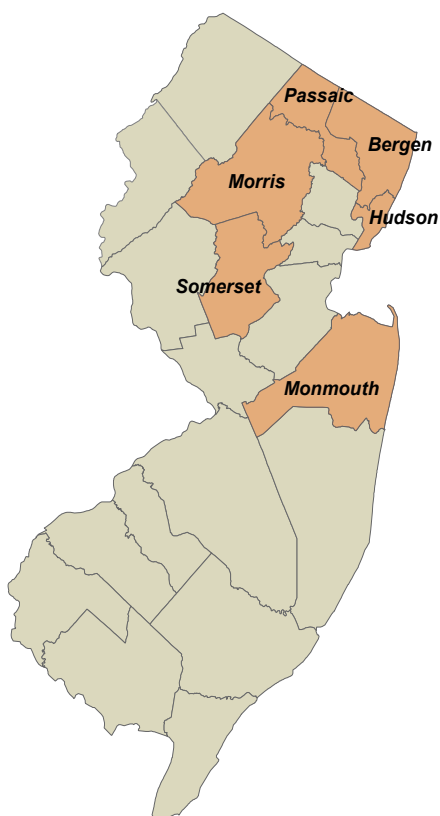
³⁴ The Ocean County Communications Center receives all 9-1-1 calls originating from within the county; however, 17 of the 33 (52%) Ocean County communities dispatch their own emergency services.

³⁵ Warren County Communications Center does not provide call taking or dispatch services for Phillipsburg.

³⁶ OETS is currently evaluating the Somerset County Communications Center's role as a limited county PSAP. This agency now serves 15 of 22 municipalities in Somerset County.

Each county in New Jersey has at least one PSAP. However, the actual number of PSAPs and PSDPs varies widely by county. Gloucester and Hunterdon each have one PSAP that performs all call taking and dispatch functions while Ocean and Salem each have a single primary PSAP, but forward calls to PSDPs for dispatch. Many counties—including Essex, Middlesex, Morris, and Union—have more than 20 PSAPs in operation and Bergen has as many as 60.

Map 4. Counties with a Limited County PSAP



The State Police operate four regional call centers in Buena Vista, Hamilton (Mercer County), Totowa, and West Trenton. In all, the State Police employ 119 public safety telecommunicators and 21 uniformed supervisors.³⁷ The State Police also operate three dispatch centers for the New Jersey Turnpike, Garden State Parkway, and the Atlantic City Expressway.³⁸

Distribution of PSAPs

The location of all public service agencies providing 9-1-1 services in New Jersey is illustrated in Map 1. The concentration of PSAPs in the northern and southeastern portions of the state seems to be linked to the presence of major transportation routes and population centers.

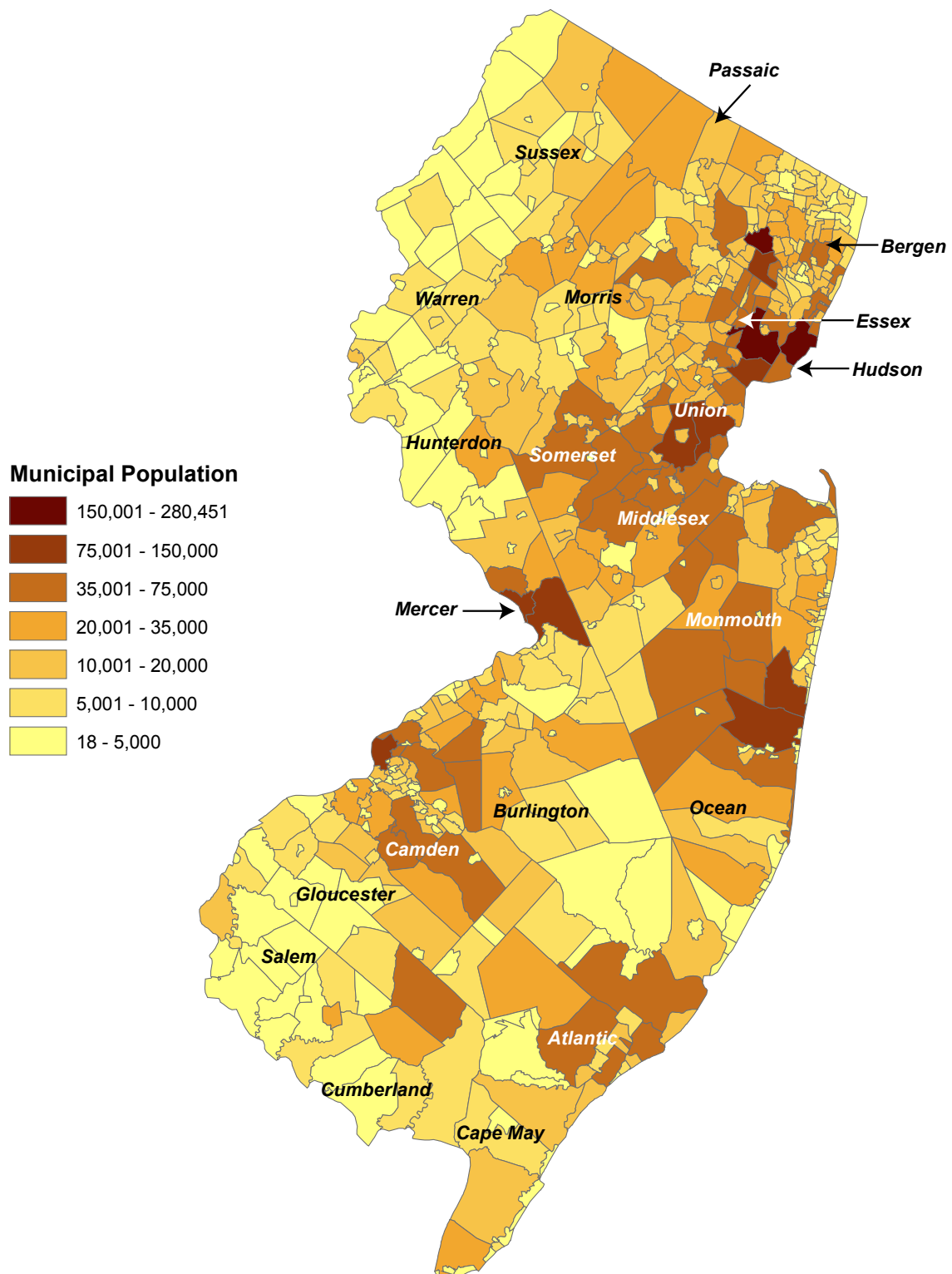
As would be expected, the vast majority of PSAPs are located either in counties without a countywide PSAP or those with a limited county PSAP. In fact, over 85% of the total number of PSAPs currently operating in New Jersey are located in those counties—42% in counties without a countywide PSAP and 44% in counties with a limited county PSAP.

If the number of primary PSAPs in operation in each county model is examined more closely, the distribution shifts slightly so that the highest concentrations of PSAPs are in those counties without a countywide PSAP. As of this writing, there are 203 primary PSAPs in New Jersey. Of that number, just below 9% are located in counties with a countywide PSAP, 55% are located in counties without a countywide PSAP, and 37% are in counties with a limited county PSAP. In those counties where there is a limited county PSAP—such as Bergen, Hudson, and Monmouth—there are almost as many PSDPs as there are PSAPs. (See Maps 5 and 6.)

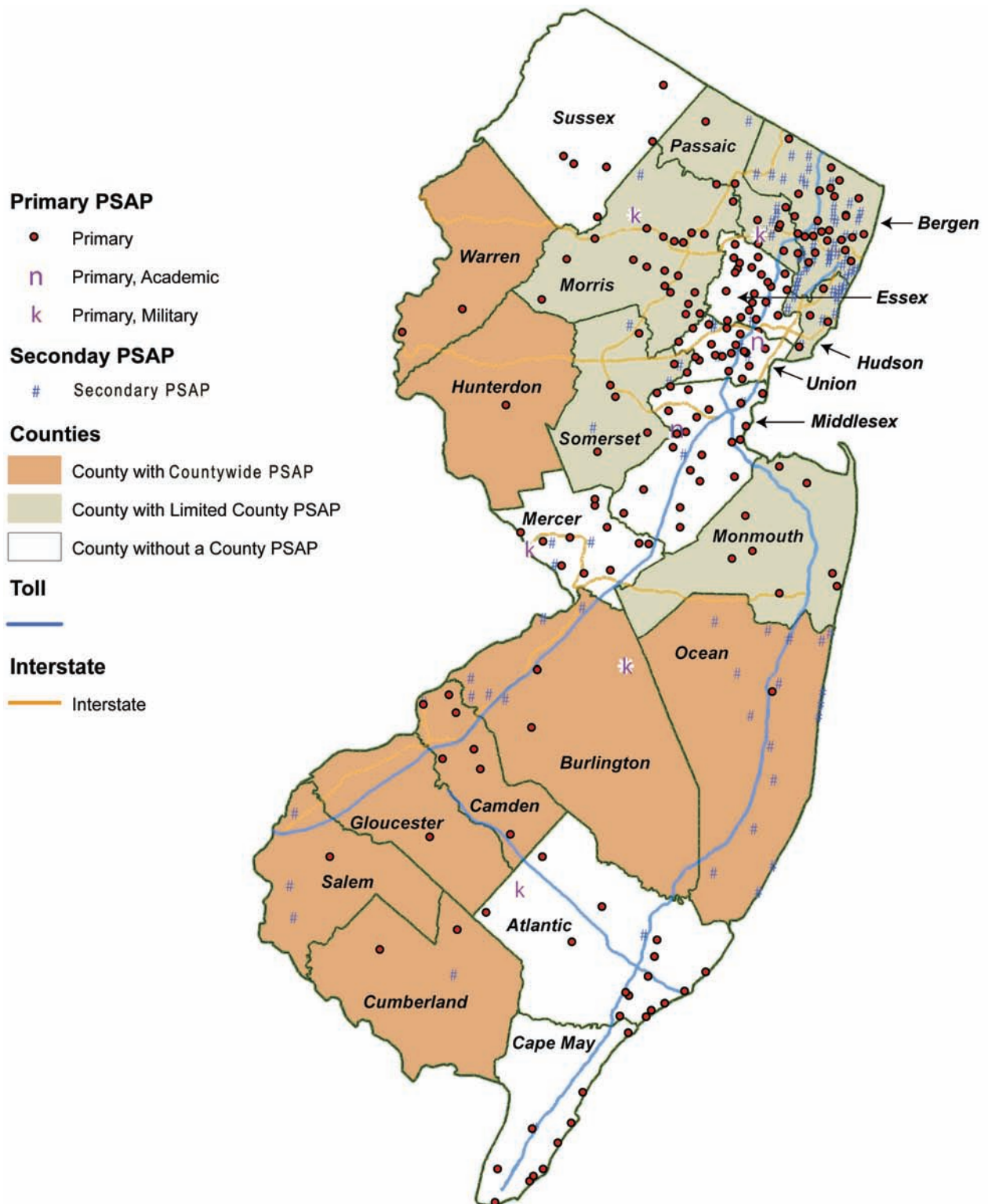
³⁷ See <http://www.njsp.org/ems/ems.html#sgsb>

³⁸ Ibid.

Map 5. Population by County



Map 6. Major Transportation Routes



Population per PSAP

Just as the number of PSAPs per county varies, the distribution of population served per PSAP varies widely by county. (See Figure 5.) Generally, the differences between counties are associated with the existence, or absence, of a countywide PSAP. As would be expected, in counties with a countywide PSAP, there are fewer PSAPs per person as

opposed to counties with a limited county or without a county PSAP. On average, in counties where there is a countywide PSAP, the number is 119,000 persons per PSAP. In counties with a limited county PSAP, the number is 45,000 per PSAP and in counties with no county PSAP, the average drops to 27,000 per PSAP.

Figure 5. PSAPs and PSDPs Overview by County and Population

County	PSAP Categories	Population 2004	Total PSAPs	Primary PSAPs	Secondary PSAPs	Population per PSAP	Population per Primary PSAP
Atlantic*	no countywide PSAP	260,263	17	16	1	15,310	16,266
Bergen	limited county PSAP	902,998	60	25	35	15,050	36,120
Burlington	countywide PSAP	449,685	9	3	6	49,965	149,895
Camden	countywide PSAP	516,282	8	7	1	64,535	73,755
Cape May*	no countywide PSAP	101,283	11	10	1	9,208	10,128
Cumberland	countywide PSAP	151,183	3	2	1	50,394	75,592
Essex	no countywide PSAP	796,684	26	21	5	30,642	37,937
Gloucester	countywide PSAP	271,806	1	1	0	271,806	271,806
Hudson	limited county PSAP	606,240	16	4	12	37,890	151,560
Hunterdon	countywide PSAP	129,746	1	1	0	129,746	129,746
Mercer**	no countywide PSAP	368,993	16	13	3	23,062	28,384
Middlesex**	no countywide PSAP	781,373	26	23	3	30,053	33,973
Monmouth	limited county PSAP	636,298	8	8	0	79,537	79,537
Morris***	limited county PSAP	479,386	23	22	1	20,843	21,790
Ocean	countywide PSAP	553,251	18	1	17	30,736	553,251
Passaic	limited county PSAP	500,427	18	10	8	27,802	50,043
Salem	countywide PSAP	65,346	4	1	3	16,337	65,346
Somerset ***	limited county PSAP	325,537	10	6	4	32,554	54,256
Sussex	no countywide PSAP	152,218	6	6	0	25,370	25,370
Union	no countywide PSAP	531,957	25	21	4	21,278	25,331
Warren	countywide PSAP	110,018	2	2	0	55,009	55,009
Total		8,690,974	308	203	105	28,217	42,813

For the purposes of this chart, population figure is based on population served.

*Corbin City (Atlantic County) is served by the Ocean City PD (Cape May County).

**Cranbury Township (Middlesex County) is served by the Hightstown PSAP (Mercer County).

***Long Hill Township (Morris County) is served by the Bernards PD (Somerset County).

Call Volume

The State of New Jersey is not able to track call volume data for PSAPs and PSDPs. While the original network, supported by the Rockwell switching equipment, was able to provide such data, the new Nortel switches do not provide similar information. Moreover, there is no statutory or regulatory obligation requiring PSAPs and PSDPs to maintain this data themselves.³⁹ In lieu of call data, OETS worked with Verizon to develop a proxy for the number of calls based upon the Automatic Location Information data owned by Verizon. These data are not typically maintained in the course of operating the E9-1-1 network. Rather, Verizon collected these data for the months of February through August and forwarded that information to OETS. Using this information, OETS compiled a report that is the basis for the following discussion of PSAP call volume. A complete report of call volume data for all New Jersey PSAPs and PSDPs is available in Appendices A and B.

The ALI dip data indicate the number of times PSAPs within the E9-1-1 network query the ALI database. These data include all ALI information, including misdialed, dropped, or non-emergency queries. Because of this, data are assumed to be less than 100% accurate. For the purposes of this report, the ALI dip data were determined to be, after discussions with OETS, relevant to characterize the scope of PSAP operations. For the purposes of this analysis, call volume data are limited to primary PSAPs, excludes State Police and university/military PSAPs, and a single ALI dip is considered equivalent to one call.

Over three million 9-1-1 calls were made in the months of February through August. Over **half (56%) of those calls were handled by the 25 PSAPs** listed in Figure 6. When the number of calls received by the State Police's four PSAPs is added, that figure jumps to 77%. This means that 176 or **85% of the PSAPs in New Jersey processed just**

over 20% of all 9-1-1 calls in the eight-month period examined.

The 25 PSAPs receiving the highest number of 9-1-1 calls cover 280 municipalities, serve over four million New Jersey residents, and processed more than 1.8 million calls. As might be expected, the highest numbers of 9-1-1 calls were received by PSAPs in urban areas. The Newark Police Department and the Camden County Communications Center each received well over 200,000 calls during the months studied. Another five call centers received over 100,000 calls, including the countywide PSAPs in Burlington, Ocean, and Monmouth Counties. With the exception of the Warren County PSAP, all of the other countywide PSAPs are included on the top 25 list. The balance of the list includes regional and urban PSAPs.

For these larger PSAPs, there appears to be little relation between population/municipalities covered and call volume for this group of PSAPs. Predictably, the countywide and regional call centers in Ocean, Burlington, Monmouth, and Hudson Counties top the list in terms of population served and municipalities covered. While they comprise 39% of population served and 45% of municipalities covered, these call centers represent only 29% of the total call volume.

As indicated earlier, the vast majority of PSAPs are responsible for a small percentage of the 9-1-1 calls in New Jersey. Figure 7 lists the bottom 25 PSAPs in terms of call volume. While the PSAPs in this category are geographically distributed among nine counties, the majority of the PSAPs are located in northeastern New Jersey. Of the 25 PSAPs, 19 are in Bergen, Essex, Morris, Passaic, and Union Counties.

The 25 PSAPs receiving the fewest number of 9-1-1 calls cover 28 municipalities and serve 186,177 New Jersey residents. Together, they received just below 21,000 9-1-1 calls. All but three of these PSAPs serve a single municipality and none

³⁹ PSAPs are only required to maintain documents or records "related to 9-1-1 calls...for no less than 31 days." See N.J.A.C. 17:24-3.3. Call volume data might be gleaned from these records, but such analysis is, according to OETS, rarely performed.

Figure 6. Top 25 PSAPs by Call Volume

County	PSAP Name	Number of Municipalities Served	Pop 2004	Feb	Mar
Essex	Newark PD	1	280,451	24,858	39,432
Camden	Camden County Comm Center	31	252,369	23,368	35,593
Hudson	Hudson County 9-1-1 Center	9	290,750	17,447	26,383
Burlington	Burlington County Comm Center	39	426,117	14,733	24,273
Ocean	Ocean County Comm Center	33	553,251	13,981	15,627
Monmouth	Monmouth County Comm Center	44	382,353	12,010	16,983
Hudson	Jersey City PD	1	239,079	10,240	11,901
Bergen	Bergen County PD	14	163,549	10,818	17,437
Gloucester	Gloucester County Comm Center	24	271,806	9,861	13,555
Camden	Camden City PD	1	79,948	8,459	12,881
Passaic	Paterson PD	1	150,869	4,844	6,985
Mercer	Trenton PD	1	85,379	6,640	9,982
Atlantic	Atlantic City PD	1	40,580	5,194	7,455
Cumberland	Cumberland County Comm Center	13	93,174	5,866	8,959
Union	Elizabeth PD	1	124,724	5,103	7,802
Somerset	Somerset County Comm Center	15	150,130	3,480	4,650
Essex	Irvington PD	1	59,689	2,919	4,495
Essex	East Orange PD	1	68,930	2,754	3,940
Salem	Salem County Comm Center	15	65,346	2,714	2,985
Union	Plainfield PD	1	47,987	2,653	3,449
Passaic	Clifton PD	1	79,944	2,547	3,564
Hunterdon	Hunterdon County Comm Center	26	129,746	2,100	3,028
Bergen	Hackensack PD	4	69,408	2,088	3,370
Cumberland	Vineland PD	1	58,009	2,169	3,219
Camden	Cherry Hill PD	1	71,929	1,940	3,098

Apr	May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
33,989	30,930	32,230	35,008	33,862	230,309	32,901	1,086	45
31,102	27,778	27,389	29,371	28,533	203,134	29,019	958	40
20,652	19,539	20,806	21,590	20,240	146,657	20,951	692	29
22,335	18,416	19,246	18,695	19,061	136,759	19,537	645	27
16,371	17,785	19,189	22,467	21,742	127,162	18,166	600	25
17,046	14,221	15,931	17,492	16,309	109,992	15,713	519	22
13,766	14,998	16,393	18,430	15,607	101,335	14,476	478	20
16,085	12,343	12,854	13,278	13,343	96,158	13,737	454	19
15,021	11,925	12,185	12,180	13,531	88,258	12,608	416	17
14,081	11,381	11,367	11,018	10,924	80,111	11,444	378	16
13,019	12,145	12,016	12,148	11,325	72,482	10,355	342	14
8,808	7,928	8,413	7,837	8,981	58,589	8,370	276	12
7,606	6,258	7,060	8,254	8,197	50,024	7,146	236	10
7,915	5,456	5,255	5,328	7,199	45,978	6,568	217	9
7,355	6,151	6,338	6,497	5,762	45,008	6,430	212	9
5,157	4,069	4,275	4,136	3,794	29,561	4,223	139	6
3,787	3,584	3,617	4,101	3,190	25,693	3,670	121	5
4,024	3,301	3,674	3,262	3,694	24,649	3,521	116	5
2,972	3,004	3,375	3,151	3,244	21,445	3,064	101	4
2,911	3,151	3,140	3,137	2,977	21,418	3,060	101	4
2,534	2,552	2,841	2,962	2,780	19,780	2,826	93	4
3,201	2,336	2,676	2,680	2,535	18,556	2,651	88	4
3,255	2,393	2,529	2,404	2,336	18,375	2,625	87	4
2,862	2,216	2,348	2,339	2,419	17,572	2,510	83	4
2,567	2,286	2,385	2,281	2,282	16,839	2,406	79	3

Figure 7. Bottom 25 PSAPs by Call Volume

County	PSAP Name	Number of Municipalities Served	Pop 2004	Feb	Mar
Essex	Essex Fells PD	1	2,130	20	35
Atlantic	Longport PD	1	1,083	78	39
Essex	North Caldwell PD	1	7,354	58	93
Cape May	Stone Harbor PD	1	1,087	20	53
Bergen	Emerson PD	1	7,339	80	102
Bergen	Leonia PD	1	8,911	92	96
Morris	Morris Plains PD	1	5,563	69	113
Morris	Butler PD	1	8,118	113	136
Union	Fanwood PD	1	7,255	62	136
Essex	Glen Ridge PD	1	7,123	77	106
Bergen	Washington Twp PD	1	9,623	84	112
Bergen	River Vale PD	2	15,681	115	133
Morris	Mountain Lakes PD	1	4,359	95	146
Middlesex	Dunellen PD	1	6,995	112	204
Bergen	Carlstadt PD	1	6,019	100	165
Middlesex	Metuchen PD	1	13,335	177	232
Bergen	Maywood PD	1	9,505	117	210
Sussex	Hardyston Twp PD	2	11,119	95	112
Bergen	Englewood Cliffs PD	1	5,655	111	176
Union	Garwood PD	1	4,166	82	200
Middlesex	Spotswood PD	2	10,238	111	173
Union	Kenilworth PD	1	7,764	118	154
Morris	Boonton PD	1	8,468	91	244
Essex	Roseland PD	1	5,341	109	143
Passaic	Little Falls PD	1	11,946	138	205

Apr	May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
32	31	27	24	16	185	26	1	0
32	39	75	124	91	478	68	2	0
121	60	59	73	85	549	78	3	0
79	73	95	156	111	587	84	3	0
118	61	82	61	90	594	85	3	0
72	68	105	84	111	628	90	3	0
115	95	97	76	85	650	93	3	0
98	112	75	108	93	735	105	4	0
128	105	121	123	131	806	115	4	0
123	106	182	113	105	812	116	4	0
169	90	75	111	182	823	118	4	0
130	113	120	133	148	892	127	4	0
135	141	139	139	107	902	129	4	0
148	154	121	101	117	957	137	5	0
110	146	171	134	132	958	137	5	0
37	40	196	141	161	984	141	5	0
113	110	120	155	160	985	141	5	0
135	147	130	178	189	986	141	5	0
178	150	110	117	146	988	141	5	0
127	163	162	146	141	1,021	146	5	0
230	134	116	163	122	1,049	150	5	0
201	145	179	146	129	1,072	153	5	0
141	136	185	141	148	1,086	155	5	0
175	141	170	201	159	1,098	157	5	0
188	151	146	144	178	1,150	164	5	0

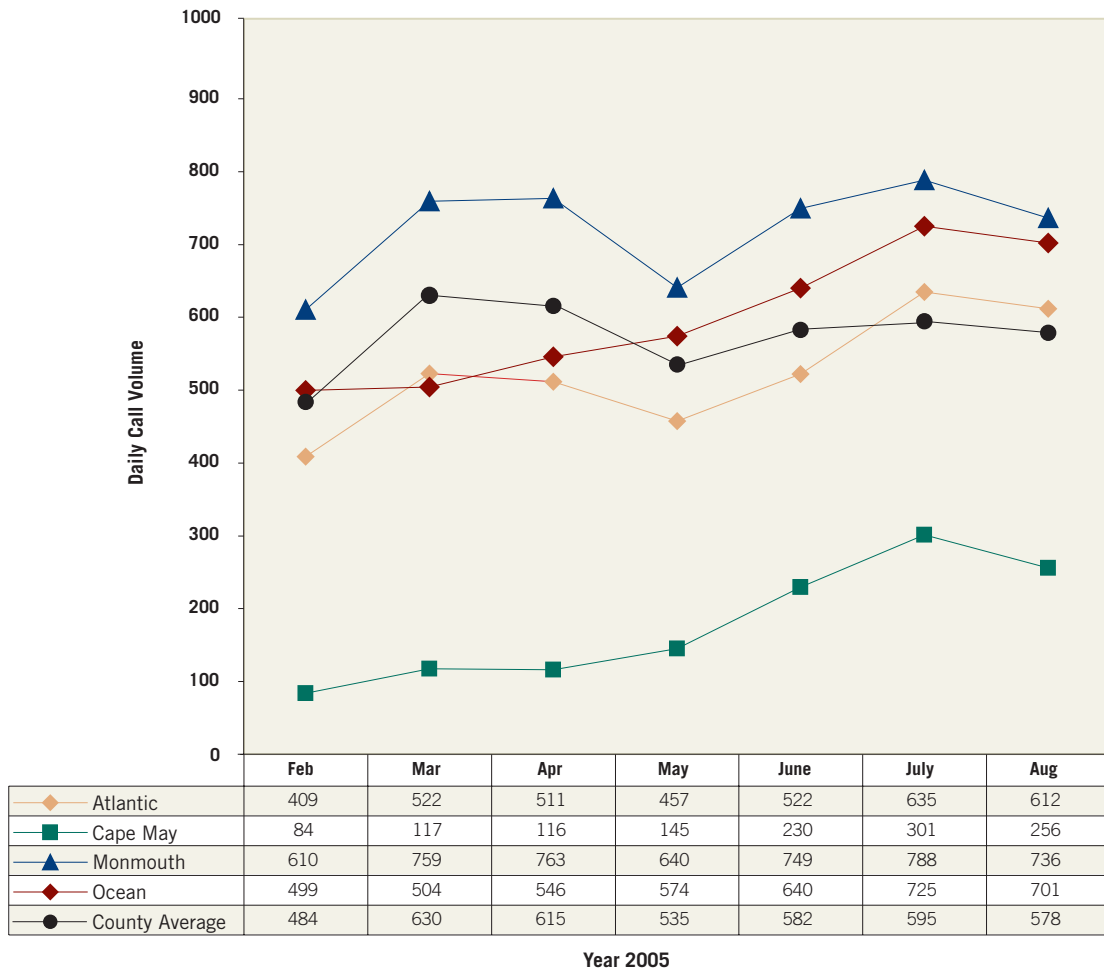
received more than 1,200 calls in the eight months studied. Essex Fells⁴⁰ reported the fewest number of calls (185), followed by the Longport Police Department (478). The Little Falls Police Department represents the high end in this category, receiving only 1,100 calls. Predictably, most of the PSAPs are located in counties with a limited county or no county PSAP.

As might be expected, the call data show a marked increase in call volumes during the summer months for counties along the New Jersey shore. (See Figure 8.) Overall, Monmouth experienced a higher call volume through the period than any of the other counties. Ocean and Atlantic Counties have a similar call volume, particularly early in

the year. Cape May had far fewer calls throughout the period. Monmouth and Atlantic experienced a significant dip in call volume in May, while Cape May and Ocean showed a steady growth in calls per month through July, the peak volume month for all of the shore counties. Warren County experienced a seasonal spike in call volume during the summer similar to that experienced by the shore counties. (See Figure 9.)

To further analyze and compare call data for low volume PSAPs, it is useful to consider a variety of scenarios, including examining PSAPs that process a lower-than-average call volume and PSAPs that might be defined as small based upon national or other states' standards. (See Appendix C.)

Figure 8. Seasonal Changes in Call Volume for Shore Counties



⁴⁰ Per OETS, Essex Fells has contracted with a neighboring municipality to provide its 9-1-1 services. This is a recent development and is not yet reflected in the documentation used to compile this report.

Figure 9. Seasonal Changes in Call Volume for All Counties

County	Feb	Mar	Apr	May	June	July	Aug
Atlantic	409	522	511	457	522	635	612
Bergen	784	1,078	1,007	796	855	853	845
Burlington	537	799	759	606	657	614	627
Camden	1,371	1,848	1,778	1,515	1,549	1,553	1,522
Cape May	84	117	116	145	230	301	256
Cumberland	287	393	359	248	253	247	310
Essex	1,413	1,941	1,788	1,579	1,703	1,745	1,678
Gloucester	352	437	501	385	406	393	437
Hudson	1,066	1,327	1,251	1,199	1,332	1,373	1,238
Hunterdon	75	98	107	75	89	87	82
Mercer	470	628	565	492	518	491	524
Middlesex	471	617	575	510	538	534	512
Monmouth	610	759	763	641	749	788	736
Morris	243	309	270	251	284	279	279
Ocean	499	504	546	574	640	725	701
Passaic	472	592	771	684	717	701	670
Salem	97	96	99	97	113	102	105
Somerset	216	273	290	226	246	230	217
Sussex	74	85	86	82	88	95	87
Union	558	718	693	607	659	639	603
Warren	69	86	83	72	85	103	109
New Jersey	10,156	13,228	12,917	11,239	12,232	12,486	12,147
County Average	484	630	615	535	583	595	578

On average, PSAPs in New Jersey received 13,133 calls during the period examined. This breaks down to 1,876 calls per month, 62 calls per day, and 3 calls per hour. Because a vast majority (83%) of PSAPs received fewer than 13,000 calls, the median, rather than the mean, is used as a potential gauge for identifying low volume PSAPs. The median number of calls received during the eight months examined is 3,690, resulting in 527 calls per month, 17 calls per day, and 1 call per hour. (See Figure 10.)

Ninety-seven or 50% of the PSAPs operating in New Jersey received fewer than 527 calls per month. (See Appendix D.) The average number of calls per month among this group is 271, with 53 PSAPs receiving fewer and 44 PSAPs receiving more. Most (73) serve a single municipality, while 12 serve two municipalities, 10 serve three munici-

palities, and 2 serve four or more municipalities. These PSAPs are distributed across the 14 counties and, with the exception of Medford Township in Burlington County, all of these PSAPs are in counties with a limited or no countywide PSAP. A significant percentage of the PSAPs in Morris and Sussex Counties received fewer than 527 calls per month: 86% and 83%, respectively. And 60% of the PSAPs in Atlantic, Bergen, and Cape May Counties fell into this category. Monmouth County has the lowest PSAP representation in this category with 25% of its PSAPs receiving fewer calls than the mean.

The makeup of the PSAPs receiving fewer than 17 calls per day is very similar to that described above. Only three PSAPs received fewer than 527 calls and more than 17 calls during the months examined: Closter (Bergen), Mount Olive (Morris), and Ventnor (Atlantic). Closter serves eight munici-

Figure 10. Average PSAP Call Volumes

	Total Call Volume	Average Call Volumes			
		Monthly	Daily	Hourly	Population
Mean	13,133	1,876	62	3	44,610
Median	3,690	527	17	1	23,568
Maximum	230,309	32,901	1,086	45	553,251
Minimum	185	26	1	0	1,083
Standard Deviation	31,180	4,454	147	6	70,755

palities, while Mount Olive and Ventnor each serve a single municipality. PSAPs in this category received as few as 1 or 2 calls per day in Essex Falls and Longport to as many as 16 in Nutley, Cranford, Bernards Township, and Vernon.

Seventy-one or 36% of PSAPs received less than one call per hour during the eight-month period. The average number of calls among this group is three calls per day. Of the 71, 13 PSAPs serve two or more municipalities. These PSAPs are distributed across 12 counties and, with the exception of Monmouth County, every county with a PSAP in this category has at least 25% of its PSAPs processing less than one call per hour. A significant percentage of the PSAPs in Morris and Cape May Counties received fewer than one call per hour: 67% and 60%, respectively.

The next section identifies three scenarios for categorizing PSAPs. One of the findings cited in another of the study's deliverables, *Reorganizing 9-1-1 Operations: A Report on Experiences with Consolidation in Other States*, is that few of the states studied employ a minimum threshold for supporting PSAPs. Maine employs a threshold based on call volume (10 calls per day), while Connecticut employs a threshold based on population (40,000). PSAPs serving more than 40,000 receive more funding for operational assistance than those serving less than that number. Alternatively, the National Emergency Number Association

(NENA) delineates PSAP sizes based upon staff structure⁴¹ and designates PSAPs serving a population of 19,000 or less as a small PSAP.

Applying Maine's call volume threshold to New Jersey PSAPs further limits the number of PSAPs selected. Fifty-three (27%) of PSAPs were reported as receiving fewer than 10 calls per day during the eight months examined. (See Appendix E.) Of those, the majority (34) are located in Bergen, Middlesex, Morris, and Union Counties. Each county has at least seven PSAPs receiving fewer than 10 calls per day with Bergen having 10 PSAPs receiving fewer than 10 calls per day. This represents 40% of Bergen County's PSAPs.

The NENA and Connecticut population thresholds result in a vastly different sampling of PSAPs. Utilizing Connecticut's 40,000 threshold yields a list of 141 potential candidates for consolidation as only 54 PSAPs in New Jersey serve populations of 40,000 or more. (See Appendix F.) Of those that serve fewer than 40,000, most are in counties without a countywide PSAP. The few exceptions are located in Burlington, Camden, and Warren Counties. All of the PSAPs in Cape May and Sussex Counties serve populations below 40,000.

In contrast, the NENA threshold produces a list of 79 PSAPs. With limited exceptions, the PSAPs serving populations of less than 19,000 are the same as those that receive less than one call per hour. (See Appendix G.) The notable exceptions are Egg

⁴¹ NENA, PSAP Staffing Guidelines Report, August 2003.

Harbor Township in Atlantic County and Gloucester Township in Camden County. The population of Egg Harbor Township is 12,554, well below the 19,000 threshold. Yet, this PSAP receives a minimum of 2 calls per hour for an average total of 1,531 calls per month. And the population of Gloucester Township is even lower: 11,608. Nevertheless, this PSAP also received a minimum of 2 calls per hour for an average total of 1,455 calls per month. Conversely, there are several PSAPs serving communities far larger than 19,000 that received less than one call per hour. The Hopatcong Police Department in Sussex County serves three communities totaling a service population of 28,406. Yet, their reported call volume is equivalent to less than one call per hour. Similarly, Washington Township in Morris County serves a population of 27,995 in three communities and has a call volume that is equal to less than one call per hour.

Figure 11 lists and compares those PSAPs that might qualify as “small” in the various scenarios described above.

CONCLUSIONS

The Center for Government Services’ 1999 study of New Jersey’s 9-1-1 system described an extensive and decentralized network of PSAPs in which some service consolidation had occurred and recommended that government act affirmatively to encourage further consolidation. This profile of New Jersey’s 9-1-1 system picks up where that study left off and summarizes the history, delivery system, and current organization of the state’s E9-1-1 system. The picture that emerges is of a system that continues to be fragmented and diverse.

As of this writing, there are over 300 public service agencies and private medical centers providing 9-1-1 emergency services in New Jersey. The 9-1-1 service providers differ widely in terms of popula-

tion served, service area, call volume, equipment, technological capabilities, and call taking/dispatch organization. By far, the largest percentage of PSAPs is heavily concentrated in the northeastern region of the state. However, the PSAPs managing the majority of the 9-1-1 calls are geographically disbursed throughout the state. Call volumes tend to be highest where there is a heavy concentration of people and roadways or where there is a county-wide PSAP. Call volumes also fluctuate seasonally for resort destinations located at the New Jersey shore and in the northwestern region of the state.

Operationally, each PSAP and PSDP tailors its call taking and dispatch functions to suit particular regional, political, or other needs. The overall governance structure of the 9-1-1 system in New Jersey favors local control. As a result, OETS focuses almost exclusively on the technology, the network, and the cut over to wireless E9-1-1. The state sets the standards for technology, operations, and training, but has no real power to enforce PSAPs that fail to comply with those standards.

As is common in a state where “state mandate, state pay” and “home rule” are the rallying cries for local government, it is inevitable that past efforts by New Jersey to encourage regionalization or to set a course for a more streamlined system have met with some resistance. Consolidation, where it has occurred, has happened without any mandate or directive from the state. Until recently, the state offered little encouragement or incentive to consolidate. The recent grant program associated with the \$.90 surcharge and the language included in the FY2007 budget signal that the state is ready to take a more active role in encouraging further consolidation of E9-1-1 services. It is too early to draw any conclusions concerning the impact these actions will have on local PSAP operators. Clearly, consolidation opportunities exist. Future deliverables for this project will offer a more detailed discussion of what is both possible and probable.

Figure 11. Small PSAP Scenarios Overview

County	PSAP Name	Less than 1 Call Per Hour	Less than 17 Calls Per Day	Less than 527 Calls Per Month	Less than 10 Calls Per Day	Population of 19,000 or Less	Population of 40,000 or Less	Bottom 25	Serving 1 Municipality	Serving 2 Municipalities	Serving 3 Municipalities
Atlantic	Linwood PD	X	X	X	X	X	X		X		
Atlantic	Longport PD	X	X	X	X	X	X		X		
Bergen	Carlstadt PD	X	X	X	X	X	X	X	X		
Bergen	Dumont PD	X	X	X	X	X	X		X		
Bergen	Emerson PD	X	X	X	X	X	X	X	X		
Bergen	Englewood Cliffs PD	X	X	X	X	X	X	X	X		
Bergen	Leonia PD	X	X	X	X	X	X		X		
Bergen	Maywood PD	X	X	X	X	X	X	X	X		
Bergen	River Vale PD	X	X	X	X	X	X	X		X	
Bergen	Saddle Brook PD	X	X	X	X	X	X		X		
Bergen	Washington Twp PD	X	X	X	X	X	X	X	X		
Bergen	Westwood PD	X	X		X	X	X		X		
Cape May	Avalon PD	X	X	X	X	X	X		X		
Cape May	Sea Isle City PD	X	X	X	X	X	X		X		
Cape May	Stone Harbor PD	X	X	X	X	X	X	X	X		
Cape May	Wildwood Crest PD	X	X		X	X	X			X	
Essex	Cedar Grove PD	X	X	X	X	X	X		X		
Essex	Essex Fells PD	X	X	X	X	X	X	X	X		
Essex	Fairfield PD	X	X	X	X	X	X		X		
Essex	Glen Ridge PD	X	X	X	X	X	X	X	X		
Essex	North Caldwell PD	X	X	X	X	X	X	X	X		
Essex	Roseland PD	X	X	X	X	X	X	X	X		
Mercer	Hightstown PD	X	X	X	X	X	X			X	
Mercer	Washington Twp PD	X	X	X	X	X	X		X		

[illegible]

APPENDIX A

Listing of New Jersey PSAPs by Population, Communities Served, and Call Volume

County	PSAP Name	PSAP Type	Number of PSDPs	Number of Municipalities Served	Pop 2004	Feb	Mar
Atlantic	Absecon PD	City Police		1	7,905	211	330
Atlantic	Atlantic City PD	City Police	1	1	40,580	5,194	7,455
Atlantic	Brigantine PD	City Police		1	12,769	307	331
Atlantic	Buena Boro PD	City Police		4	15,729	369	443
Atlantic	Egg Harbor City PD	City Police		3	44,654	191	476
Atlantic	Egg Harbor Twp PD	City Police		2	12,554	1,114	1,556
Atlantic	Galloway Twp PD	City Police		2	36,198	820	1,274
Atlantic	Hamilton Twp PD	City Police		1	23,699	836	1,256
Atlantic	Hammonton PD	City Police		1	13,280	343	409
Atlantic	Linwood PD	City Police		1	7,415	152	156
Atlantic	Longport PD	City Police		1	1,083	78	39
Atlantic	Margate City PD	City Police		1	8,627	191	250
Atlantic	Pleasantville PD	City Police		1	19,113	948	1,348
Atlantic	Somers Point PD	City Police		1	11,731	307	433
Atlantic	Ventnor PD	City Police		1	12,831	381	437
Bergen	Bergen County PD	County Police	13	14	163,549	10,818	17,437
Bergen	Bergenfield PD	City Police		1	26,210	359	527
Bergen	Carlstadt PD	City Police		1	6,019	100	165
Bergen	Closter PD	City Police	1	8	35,405	432	668
Bergen	Dumont PD	City Police		1	17,571	167	174
Bergen	Elmwood Park PD	City Police		1	19,005	257	369
Bergen	Emerson PD	City Police		1	7,339	80	102
Bergen	Englewood Cliffs PD	City Police		1	5,655	111	176
Bergen	Englewood PD	City Police	1	1	26,353	611	766
Bergen	Fair Lawn PD	City Police		1	31,613	600	578
Bergen	Fort Lee PD	City Police		1	37,310	582	948
Bergen	Garfield PD	City Police		1	29,833	517	637
Bergen	Hackensack PD	City Police	3	4	69,408	2,088	3,370
Bergen	Hasbrouck Heights PD	City Police		1	11,679	248	346
Bergen	Leonia PD	City Police		1	8,911	92	96
Bergen	Mahwah PD	City Police	3	5	47,681	448	683
Bergen	Maywood PD	City Police		1	9,505	117	210
Bergen	Paramus PD	City Police	4	6	80,869	1,081	1,848
Bergen	Park Ridge PD	City Police		3	22,177	342	584
Bergen	Ridgewood Pub Safety	City Police	9	11	157,462	1,300	1,977
Bergen	River Vale PD	City Police		2	15,681	115	133
Bergen	Saddle Brook PD	City Police		1	13,236	198	264
Bergen	Teaneck PD	City Police	1	1	39,853	1,039	1,049
Bergen	Washington Twp PD	City Police		1	9,623	84	112

Apr	May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
377	236	307	354	359	2,174	311	10	0
7,606	6,258	7,060	8,254	8,197	50,024	7,146	236	10
264	315	496	654	502	2,869	410	14	1
517	449	490	454	557	3,279	468	16	1
389	416	517	523	599	3,111	444	15	1
1,249	1,308	1,570	1,883	2,040	10,720	1,531	51	2
1,131	898	1,037	1,476	1,218	7,854	1,122	37	2
916	992	1,133	1,552	1,355	8,040	1,149	38	2
414	1,178	447	816	732	4,339	620	21	1
167	155	164	336	272	1,402	200	7	0
32	39	75	124	91	478	68	2	0
237	245	270	588	479	2,260	323	11	0
1,278	950	1,128	1,300	1,217	8,169	1,167	39	2
418	382	466	479	550	3,035	434	14	1
334	355	488	877	789	3,661	523	17	1
16,085	12,343	12,854	13,278	13,343	96,158	13,737	454	19
426	368	403	392	465	2,940	420	14	1
110	146	171	134	132	958	137	5	0
666	422	493	514	341	3,536	505	17	1
149	170	185	179	160	1,184	169	6	0
285	298	365	316	325	2,215	316	10	0
118	61	82	61	90	594	85	3	0
178	150	110	117	146	988	141	5	0
656	782	758	704	707	4,984	712	24	1
569	580	581	607	499	4,014	573	19	1
823	661	656	708	603	4,981	712	24	1
537	595	581	582	579	4,028	575	19	1
3,255	2,393	2,529	2,404	2,336	18,375	2,625	87	4
496	246	211	331	267	2,145	306	10	0
72	68	105	84	111	628	90	3	0
574	597	656	710	707	4,375	625	21	1
113	110	120	155	160	985	141	5	0
1,590	1,201	1,346	1,373	1,411	9,850	1,407	47	2
517	366	413	459	399	3,080	440	15	1
1,545	1,633	1,640	1,846	1,865	11,806	1,687	56	2
130	113	120	133	148	892	127	4	0
201	219	221	236	239	1,578	225	7	0
809	896	800	837	810	6,240	891	29	1
169	90	75	111	182	823	118	4	0

County	PSAP Name	PSAP Type	Number of PSDPs	Number of Municipalities Served	Pop 2004	Feb	Mar
Bergen	Westwood PD	City Police		1	11,051	175	191
Burlington	Burlington County Comm Center	County Center	6	39	426,117	14,733	24,273
Burlington	Medford Twp PD	City Police		1	23,568	294	500
Camden	Camden City PD	City Police	1	1	79,948	8,459	12,881
Camden	Camden County Comm Center	County Center		31	252,369	23,368	35,593
Camden	Cherry Hill PD	City Police		1	71,929	1,940	3,098
Camden	Gloucester Twp PD	City Police		1	11,608	1,296	1,484
Camden	Pennsauken Twp PD	City Police		1	35,625	1,412	1,967
Camden	Voorhees Twp PD	City Police		1	28,742	638	935
Camden	Winslow Twp PD	City Police		1	36,061	1,275	1,338
Cape May	Avalon PD	City Police	1	1	2,164	94	152
Cape May	Cape May City PD	City Police		3	5,162	131	194
Cape May	Lower Twp PD	City Police		1	22,019	530	813
Cape May	Middle Twp PD	City Police		3	25,565	656	992
Cape May	North Wildwood PD	City Police		1	4,801	112	148
Cape May	Ocean City PD	City Police		3	28,016	497	766
Cape May	Sea Isle City PD	City Police		1	2,976	42	56
Cape May	Stone Harbor PD	City Police		1	1,087	20	53
Cape May	Wildwood Crest PD	City Police		2	4,282	68	114
Cape May	Wildwood PD	City Police		1	5,211	196	351
Cumberland	Cumberland County Comm Center	County Center	1	13	93,174	5,866	8,959
Cumberland	Vineland PD	City Police		1	58,009	2,169	3,219
Essex	Belleville PD	City Police		1	35,399	1,064	1,595
Essex	Bloomfield PD	City Police		1	46,793	903	1,316
Essex	Cedar Grove PD	City Police		1	12,565	217	298
Essex	East Orange PD	City Police	1	1	68,930	2,754	3,940
Essex	Essex Fells PD	City Police		1	2,130	20	35
Essex	Fairfield PD	City Police		1	7,827	260	351
Essex	Glen Ridge PD	City Police		1	7,123	77	106
Essex	Irvington PD	City Police		1	59,689	2,919	4,495
Essex	Livingston PD	City Police		1	27,861	726	1,125
Essex	Maplewood PD	City Police		1	23,450	558	835
Essex	Millburn PD	City Police		1	19,585	528	590
Essex	Montclair PD	City Police		1	38,298	672	1,029
Essex	Newark PD	City Police	1	1	280,451	24,858	39,432
Essex	North Caldwell PD	City Police		1	7,354	58	93
Essex	Nutley PD	City Police		1	27,875	455	568
Essex	Orange PD	City Police	1	1	32,388	1,521	1,851
Essex	Roseland PD	City Police		1	5,341	109	143
Essex	South Orange PD	City Police		1	16,788	255	372
Essex	Verona PD	City Police		1	13,315	235	247

Apr	May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
142	169	162	156	163	1,158	165	6	0
22,335	18,416	19,246	18,695	19,061	136,759	19,537	645	27
420	368	449	341	361	2,733	390	13	1
14,081	11,381	11,367	11,018	10,924	80,111	11,444	378	16
31,102	27,778	27,389	29,371	28,533	203,134	29,019	958	40
2,567	2,286	2,385	2,281	2,282	16,839	2,406	79	3
1,491	1,527	1,424	1,458	1,503	10,183	1,455	48	2
1,963	1,746	1,729	1,747	1,716	12,280	1,754	58	2
816	697	680	683	711	5,160	737	24	1
1,316	1,543	1,498	1,586	1,518	10,074	1,439	48	2
126	220	310	443	389	1,734	248	8	0
189	261	465	569	629	2,438	348	12	1
736	692	867	1,064	928	5,630	804	27	1
997	1,066	1,461	1,888	1,501	8,561	1,223	40	2
101	289	472	743	572	2,437	348	12	1
743	987	1,735	2,271	2,028	9,027	1,290	43	2
60	208	268	543	414	1,591	227	8	0
79	73	95	156	111	587	84	3	0
114	152	274	372	341	1,435	205	7	0
342	549	939	1,288	1,008	4,673	668	22	1
7,915	5,456	5,255	5,328	7,199	45,978	6,568	217	9
2,862	2,216	2,348	2,339	2,419	17,572	2,510	83	4
1,814	1,404	1,502	1,805	1,783	10,967	1,567	52	2
1,061	923	962	1,047	1,005	7,217	1,031	34	1
248	256	219	232	247	1,717	245	8	0
4,024	3,301	3,674	3,262	3,694	24,649	3,521	116	5
32	31	27	24	16	185	26	1	0
258	262	264	245	210	1,850	264	9	0
123	106	182	113	105	812	116	4	0
3,787	3,584	3,617	4,101	3,190	25,693	3,670	121	5
830	864	823	798	818	5,984	855	28	1
831	669	799	656	565	4,913	702	23	1
535	557	579	546	555	3,890	556	18	1
1,229	1,180	1,132	1,147	1,026	7,415	1,059	35	2
33,989	30,930	32,230	35,008	33,862	230,309	32,901	1,086	45
121	60	59	73	85	549	78	3	0
500	448	475	449	456	3,351	479	16	1
1,849	1,889	1,904	1,884	1,951	12,849	1,836	61	3
175	141	170	201	159	1,098	157	5	0
382	400	427	435	439	2,710	387	13	1
273	315	286	389	270	2,015	288	10	0

County	PSAP Name	PSAP Type	Number of PSDPs	Number of Municipalities Served	Pop 2004	Feb	Mar
Essex	West Caldwell PD	City Police		2	18,690	317	377
Essex	West Orange PD	City Police		1	44,832	1,052	1,362
Federal	McGuire Air Force Base	Military				40	107
Federal	Picatinny Arsenal	Military				10	21
Gloucester	Gloucester County Comm Center	County Center		24	271,806	9,861	13,555
Hudson	Bayonne PD	City Police	1	1	60,748	1,365	2,071
Hudson	Hudson County 9-1-1 Center	County Center	9	9	290,750	17,447	26,383
Hudson	Jersey City PD	City Police	1	1	239,079	10,240	11,901
Hudson	Secaucus PD	City Police		1	15,663	798	780
Hunterdon	Hunterdon County Comm Center	County Center		26	129,746	2,100	3,028
Mercer	East Windsor Twp PD	City Police		1	26,872	490	758
Mercer	Ewing Twp PD	City Police	1	1	37,057	914	1,441
Mercer	Hamilton Twp PD	City Police		1	90,058	1,792	2,651
Mercer	Hightstown PD	City Police	1	2	9,048	228	321
Mercer	Hopewell Twp PD	City Police		3	22,346	518	692
Mercer	Lawrence Twp PD	City Police		1	31,391	873	1,363
Mercer	Princeton Boro PD	City Police		1	13,590	238	380
Mercer	Princeton Twp PD	City Police		1	17,349	380	479
Mercer	Trenton PD	City Police		1	85,379	6,640	9,982
Mercer	Washington Twp PD	City Police		1	11,445	236	224
Mercer	West Windsor Twp PD	City Police		1	24,458	848	1,183
Middlesex	Carteret PD	City Police		1	21,523	422	716
Middlesex	Dunellen PD	City Police		1	6,995	112	204
Middlesex	East Brunswick PD	City Police		1	48,317	642	759
Middlesex	Edison Twp PD	City Police		1	100,142	1,398	2,068
Middlesex	Highland Park PD	City Police		1	14,172	187	269
Middlesex	Jamesburg PD	City Police	1	2	13,672	171	201
Middlesex	Metuchen PD	City Police		1	13,335	177	232
Middlesex	Middlesex Boro PD	City Police		1	13,967	169	192
Middlesex	Monroe Twp PD	City Police		1	32,621	546	750
Middlesex	New Brunswick PD	City Police	1	1	50,010	1,707	2,640
Middlesex	North Brunswick Twp PD	City Police		1	38,872	776	1,115
Middlesex	Old Bridge PD	City Police		1	64,151	789	1,265
Middlesex	Perth Amboy PD	City Police		1	48,823	1,143	1,709
Middlesex	Piscataway Twp PD	City Police		1	52,412	771	1,044
Middlesex	Plainsboro Twp PD	City Police		1	21,300	394	560
Middlesex	Sayreville PD	City Police		1	42,663	577	555
Middlesex	South Amboy PD	City Police		1	8,008	178	202
Middlesex	South Brunswick Twp PD	City Police		1	40,318	644	938
Middlesex	South Plainfield PD	City Police		1	23,034	361	567
Middlesex	South River PD	City Police		1	16,025	172	297

Apr	May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
390	355	433	382	389	2,643	378	13	1
1,198	1,266	1,320	1,296	1,189	8,683	1,240	41	2
59	46	59	44	53	408	58	2	0
19	19	8	9	21	107	15	1	0
15,021	11,925	12,185	12,180	13,531	88,258	12,608	416	17
2,329	1,847	1,996	1,802	1,759	13,169	1,881	62	3
20,652	19,539	20,806	21,590	20,240	146,657	20,951	692	29
13,766	14,998	16,393	18,430	15,607	101,335	14,476	478	20
792	791	772	752	769	5,454	779	26	1
3,201	2,336	2,676	2,680	2,535	18,556	2,651	88	4
665	575	559	647	665	4,359	623	21	1
1,341	1,118	1,032	1,101	1,094	8,041	1,149	38	2
2,446	2,081	2,023	2,174	2,119	15,286	2,184	72	3
260	230	268	232	259	1,798	257	9	0
526	403	407	357	382	3,285	469	16	1
1,008	978	927	941	959	7,049	1,007	33	1
296	275	279	294	262	2,024	289	10	0
488	398	429	419	439	3,032	433	14	1
8,808	7,928	8,413	7,837	8,981	58,589	8,370	276	12
234	272	262	269	219	1,716	245	8	0
888	985	943	945	850	6,642	949	31	1
674	562	546	547	594	4,061	580	19	1
148	154	121	101	117	957	137	5	0
789	930	852	845	809	5,626	804	27	1
1,843	1,838	1,720	1,738	1,733	12,338	1,763	58	2
271	257	290	290	277	1,841	263	9	0
176	158	146	211	171	1,234	176	6	0
37	40	196	141	161	984	141	5	0
204	152	228	190	219	1,354	193	6	0
823	606	611	671	648	4,655	665	22	1
2,143	2,460	2,284	2,237	2,274	15,745	2,249	74	3
958	838	861	858	768	6,174	882	29	1
1,211	947	990	1,061	958	7,221	1,032	34	1
1,329	1,273	1,410	1,478	1,250	9,592	1,370	45	2
945	816	863	924	849	6,212	887	29	1
556	448	409	478	436	3,281	469	16	1
637	631	715	695	767	4,577	654	22	1
232	168	185	187	165	1,317	188	6	0
669	710	762	715	722	5,160	737	24	1
555	475	561	666	638	3,823	546	18	1
256	230	215	288	220	1,678	240	8	0

County	PSAP Name	PSAP Type	Number of PSDPs	Number of Municipalities Served	Pop 2004	Feb	Mar
Middlesex	Spotswood PD	City Police		2	10,238	111	173
Middlesex	Woodbridge Twp PD	City Police	1	1	100,775	1,731	2,681
Monmouth	Belmar PD	City Police		2	7,829	114	148
Monmouth	Freehold Twp PD	City Police		1	33,853	755	1,095
Monmouth	Hazlet PD	City Police		1	21,226	369	539
Monmouth	Howell Twp PD	City Police		1	50,320	1,267	1,302
Monmouth	Marlboro Twp PD	City Police		1	39,780	590	761
Monmouth	Middletown PD	City Police		1	68,185	906	1,211
Monmouth	Monmouth County Comm Center	County Center		44	382,353	12,010	16,983
Monmouth	Neptune Twp PD	City Police		2	32,752	1,065	1,497
Morris	Boonton PD	City Police		1	8,468	91	244
Morris	Butler PD	City Police		1	8,118	113	136
Morris	Chatham Boro PD	City Police		1	8,428	193	207
Morris	Chatham Twp PD	City Police		2	13,454	108	202
Morris	Morris County Comm Center	County Center	1	15	115,783	1,266	1,645
Morris	Denville PD	City Police		1	16,188	206	325
Morris	Florham Park PD	City Police		1	12,556	183	236
Morris	Hanover Twp PD	City Police		1	13,556	274	492
Morris	Madison PD	City Police		1	16,005	205	339
Morris	Montville Twp PD	City Police		1	21,368	285	496
Morris	Morris Plains PD	City Police		1	5,563	69	113
Morris	Morris Twp PD	City Police		1	21,412	272	391
Morris	Morristown PD	City Police		1	18,842	534	720
Morris	Mount Olive Twp PD	City Police		1	25,718	325	471
Morris	Mountain Lakes PD	City Police		1	4,359	95	146
Morris	Parsippany-Troy Hills PD	City Police		1	51,639	1,219	1,413
Morris	Pequannock Twp PD	City Police		1	15,192	148	237
Morris	Randolph Twp PD	City Police		1	25,734	333	471
Morris	Rockaway Twp PD	City Police		1	25,244	283	408
Morris	Roxbury Twp PD	City Police		1	23,854	319	464
Morris	Washington Twp PD	City Police		3	27,905	270	409
Ocean	Ocean County Comm Center	County Center	17	33	553,251	13,981	15,627
Passaic	Clifton PD	City Police		1	79,944	2,547	3,564
Passaic	Hawthorne PD	City Police		1	18,378	346	388
Passaic	Little Falls PD	City Police		1	11,946	138	205
Passaic	Passaic County Sheriff Dept	County Police	5	6	57,481	1,431	1,585
Passaic	Passaic PD	City Police	1	1	68,662	1,806	2,430
Passaic	Paterson PD	City Police	1	1	150,869	4,844	6,985
Passaic	Pompton Lakes PD	City Police		3	29,528	317	557
Passaic	Wayne PD	City Police		1	55,402	1,311	1,872
Passaic	West Milford Twp PD	City Police		1	28,217	483	767

Apr	May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
230	134	116	163	122	1,049	150	5	0
2,571	1,995	2,072	2,068	1,983	15,101	2,157	71	3
192	180	200	269	239	1,342	192	6	0
866	893	1,010	1,084	1,015	6,718	960	32	1
494	518	536	391	408	3,255	465	15	1
1,176	1,253	1,564	1,636	1,563	9,761	1,394	46	2
636	616	751	777	716	4,847	692	23	1
1,037	1,122	1,266	1,385	1,287	8,214	1,173	39	2
17,046	14,221	15,931	17,492	16,309	109,992	15,713	519	22
1,432	1,051	1,211	1,403	1,286	8,945	1,278	42	2
141	136	185	141	148	1,086	155	5	0
98	112	75	108	93	735	105	4	0
106	105	122	270	155	1,158	165	6	0
204	208	205	155	175	1,257	180	6	0
1,472	1,327	1,481	1,495	1,376	10,062	1,437	48	2
442	321	376	353	378	2,401	343	11	1
223	223	251	263	233	1,612	230	8	0
419	309	281	330	340	2,445	349	12	1
251	250	266	252	217	1,780	254	8	0
307	384	368	376	402	2,618	374	12	1
115	95	97	76	85	650	93	3	0
260	282	290	295	311	2,101	300	10	0
528	562	607	648	615	4,214	602	20	1
489	522	586	602	574	3,569	510	17	1
135	141	139	139	107	902	129	4	0
1,301	1,272	1,558	1,518	1,858	10,139	1,448	48	2
167	169	175	167	188	1,251	179	6	0
356	338	372	354	331	2,555	365	12	1
340	362	307	343	333	2,376	339	11	1
390	361	348	401	364	2,647	378	13	1
349	305	420	353	351	2,457	351	12	1
16,371	17,785	19,189	22,467	21,742	127,162	18,166	600	25
2,534	2,552	2,841	2,962	2,780	19,780	2,826	93	4
332	306	305	263	358	2,298	328	11	1
188	151	146	144	178	1,150	164	5	0
1,579	1,621	1,584	1,547	1,568	10,915	1,559	52	2
2,124	2,123	2,222	2,190	1,985	14,880	2,126	70	3
13,019	12,145	12,016	12,148	11,325	72,482	10,355	342	14
591	409	448	502	416	3,240	463	15	1
2,270	1,356	1,382	1,380	1,468	11,039	1,577	52	2
488	535	573	586	692	4,124	589	20	1

County	PSAP Name	PSAP Type	Number of PSDPs	Number of Municipalities Served	Pop 2004	Feb	Mar
Salem	Salem County Comm Center	County Center	3	15	65,346	2,714	2,985
Somerset	Bernards Twp PD	City Police		2	35,691	307	571
Somerset	Bridgewater Twp PD	City Police		1	44,370	809	1,144
Somerset	Franklin Twp PD	City Police		1	56,863	1,020	1,475
Somerset	Montgomery Twp PD	City Police		2	22,952	261	286
Somerset	Somerset County Comm Center	County Center	4	15	150,130	3,480	4,650
Somerset	Warren Twp PD	City Police		1	15,531	179	326
State	NJSP - Troop A Buena Vista	State Police				5,300	7,109
State	NJSP - Troop B Totowa	State Police				1,094	1,901
State	NJSP - Troop C West Trenton	State Police				1,596	2,960
State	NJSP - Troop C West Trenton	State Police				71,736	103,514
Sussex	Andover Twp PD	City Police		3	10,652	186	226
Sussex	Hardyston Twp PD	City Police		2	11,119	95	112
Sussex	Hopatcong PD	City Police		3	28,406	270	395
Sussex	Newton PD	City Police		10	35,855	795	1,039
Sussex	Sparta Twp PD	City Police		3	27,132	320	399
Sussex	Vernon Twp PD	City Police		3	39,054	401	462
Union	Berkeley Heights Twp PD	City Police		1	13,619	182	308
Union	Clark Twp PD	City Police		1	14,709	224	316
Union	Cranford PD	City Police		2	24,128	472	553
Union	Elizabeth PD	City Police		1	124,724	5,103	7,802
Union	Fanwood PD	City Police		1	7,255	62	136
Union	Garwood PD	City Police		1	4,166	82	200
Union	Hillside PD	City Police		1	21,891	501	832
Union	Kenilworth PD	City Police		1	7,764	118	154
Union	Linden PD	City Police		1	40,004	900	1,067
Union	Mountainside PD	City Police		1	6,660	176	249
Union	New Providence PD	City Police		1	11,981	154	188
Union	Plainfield PD	City Police		1	47,987	2,653	3,449
Union	Rahway PD	City Police		1	27,578	1,000	1,173
Union	Roselle Park PD	City Police		1	13,296	246	353
Union	Roselle PD	City Police	1	1	21,415	828	1,107
Union	Scotch Plains PD	City Police		1	23,027	419	680
Union	Springfield PD	City Police		1	14,788	300	421
Union	Summit Fire	Fire Dept	1	1	21,267	438	589
Union	Union PD	City Police	1	1	55,636	1,300	1,986
Union	Westfield PD	City Police		1	30,062	473	695
University	Kean College	Univ Police				107	192
University	Rutgers University PD	Univ Police				100	211
Warren	Phillipsburg PD	City Police		1	15,070	334	442
Warren	Warren County Comm Center	County Center		21	94,948	1,591	2,233

Apr	May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
2,972	3,004	3,375	3,151	3,244	21,445	3,064	101	4
539	484	544	486	470	3,401	486	16	1
1,060	798	858	812	851	6,332	905	30	1
1,380	1,149	1,193	1,168	1,091	8,476	1,211	40	2
306	277	292	302	300	2,024	289	10	0
5,157	4,069	4,275	4,136	3,794	29,561	4,223	139	6
242	218	222	228	207	1,622	232	8	0
6,498	9,067	9,981	11,961	9,363	59,279	8,468	280	12
1,527	2,783	4,071	3,825	2,284	17,485	2,498	83	3
2,149	3,251	9,642	8,340	4,187	32,125	4,589	152	6
75,855	74,476	74,274	75,364	76,129	551,348	78,764	2,601	108
205	182	227	177	192	1,395	199	7	0
135	147	130	178	189	986	141	5	0
432	361	310	370	396	2,534	362	12	1
981	890	1,026	1,246	1,037	7,014	1,002	33	1
425	470	423	429	411	2,877	411	14	1
410	479	525	551	460	3,288	470	16	1
297	263	263	274	234	1,821	260	9	0
212	216	292	211	237	1,708	244	8	0
473	408	490	510	461	3,367	481	16	1
7,355	6,151	6,338	6,497	5,762	45,008	6,430	212	9
128	105	121	123	131	806	115	4	0
127	163	162	146	141	1,021	146	5	0
875	701	932	810	759	5,410	773	26	1
201	145	179	146	129	1,072	153	5	0
1,083	1,043	1,061	1,194	1,272	7,620	1,089	36	2
180	213	272	249	244	1,583	226	8	0
148	162	199	146	179	1,176	168	6	0
2,911	3,151	3,140	3,137	2,977	21,418	3,060	101	4
1,156	997	1,229	1,352	1,153	8,060	1,151	38	2
366	312	342	323	311	2,253	322	11	0
1,442	986	1,045	917	1,001	7,326	1,047	35	1
466	540	557	483	545	3,690	527	17	1
311	314	325	397	373	2,441	349	12	1
574	651	503	549	468	3,772	539	18	1
1,948	1,683	1,678	1,816	1,778	12,189	1,741	58	2
543	613	641	522	538	4,025	575	19	1
163	79	146	127	80	894	128	4	0
190	84	80	83	92	840	120	4	0
481	354	336	390	338	2,675	382	13	1
2,005	1,869	2,217	2,801	3,054	15,770	2,253	74	3

APPENDIX B

Listing of New Jersey PSDPs by Population, Communities Served, and Call Volume

County	Name	Type	From	Feb	Mar
Atlantic	Atlantic County Med Center	Medical Center	From Atlantic City PD	1,060	1,472
Bergen	Bogota PD	Police Dept	From Bergen County PD	27	47
Bergen	Cliffside Park PD	Police Dept	From Bergen County PD	143	128
Bergen	Cresskill PD	Police Dept	From Bergen County PD	106	168
Bergen	East Rutherford PD	Police Dept	From Bergen County PD	38	48
Bergen	Edgewater PD	Police Dept	From Bergen County PD	40	61
Bergen	Fairview PD	Police Dept	From Bergen County PD	78	88
Bergen	Little Ferry PD	Police Dept	From Bergen County PD	43	62
Bergen	Lodi PD	Police Dept	From Bergen County PD	149	214
Bergen	Lyndhurst PD	Police Dept	From Bergen County PD	99	151
Bergen	Ridgefield Park PD	Police Dept	From Bergen County PD	33	56
Bergen	Ridgefield PD	Police Dept	From Bergen County PD	0	0
Bergen	S Hackensack PD	Police Dept	From Bergen County PD	20	22
Bergen	Wallington PD	Police Dept	From Bergen County PD	43	63
Bergen	Haworth PD	Police Dept	From Closter PD	1	10
Bergen	Englewood Fire	Fire Dept	From Englewood PD	49	46
Bergen	Moonachie PD	Police Dept	From Hackensack PD	119	158
Bergen	North Arlington PD	Police Dept	From Hackensack PD	110	135
Bergen	Wood-Ridge PD	Police Dept	From Hackensack PD	34	38
Bergen	Ho-Ho-Kus PD	Police Dept	From Mahwah PD	24	30
Bergen	Saddle River PD	Police Dept	From Mahwah PD	147	122
Bergen	Upper Saddle PD	Police Dept	From Mahwah PD	26	58
Bergen	Hillsdale PD	Police Dept	From Paramus PD	30	32
Bergen	Rochelle Park PD	Police Dept	From Paramus PD	39	52
Bergen	Tenafly PD	Police Dept	From Paramus PD	42	94
Bergen	Wyckoff PD	Police Dept	From Paramus PD	92	113
Bergen	Franklin Lakes PD	Police Dept	From Ridgewood Pub Safety	36	44
Bergen	New Milford PD	Police Dept	From Ridgewood Pub Safety	81	90
Bergen	Oakland PD	Police Dept	From Ridgewood Pub Safety	57	64
Bergen	Oradell PD	Police Dept	From Ridgewood Pub Safety	27	26
Bergen	Palisades Park PD	Police Dept	From Ridgewood Pub Safety	79	93
Bergen	Ramsey PD	Police Dept	From Ridgewood Pub Safety	66	76
Bergen	River Edge PD	Police Dept	From Ridgewood Pub Safety	37	56
Bergen	Rutherford PD	Police Dept	From Ridgewood Pub Safety	73	96
Bergen	Waldwick PD	Police Dept	From Ridgewood Pub Safety	32	43
Bergen	Teaneck Fire	Fire Dept	From Teaneck PD	4	22
Burlington	Bordentown PD	Police Dept	From Burlington County Comm Center	90	150
Burlington	Cinnaminson PD	Police Dept	From Burlington County Comm Center	195	301
Burlington	Florence PD	Police Dept	From Burlington County Comm Center	69	125
Burlington	Maple Shade PD	Police Dept	From Burlington County Comm Center	170	296

Apr	May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
1,080	1,150	1,092	1,139	1,109	8,102	1,157	38	2
36	44	27	37	39	257	37	1	0
104	117	117	89	128	826	118	4	0
134	136	191	159	141	1,035	148	5	0
64	58	39	48	45	340	49	2	0
65	63	58	72	84	443	63	2	0
81	83	66	90	79	565	81	3	0
48	46	51	58	47	355	51	2	0
145	201	176	190	196	1,271	182	6	0
93	116	119	105	135	818	117	4	0
115	55	64	77	55	455	65	2	0
0	0	0	0	0	0	0	0	0
16	23	14	16	15	126	18	1	0
80	64	54	53	44	401	57	2	0
5	2	6	1	2	27	4	0	0
45	60	93	76	73	442	63	2	0
107	131	122	146	133	916	131	4	0
147	89	85	109	121	796	114	4	0
46	42	43	43	39	285	41	1	0
18	19	19	24	17	151	22	1	0
83	49	73	68	34	576	82	3	0
66	50	32	34	68	334	48	2	0
29	36	27	48	37	239	34	1	0
32	40	44	39	53	299	43	1	0
56	60	64	46	50	412	59	2	0
83	90	109	102	94	683	98	3	0
41	54	39	45	58	317	45	2	0
74	67	62	73	61	508	73	2	0
55	57	62	68	58	421	60	2	0
30	17	36	38	38	212	30	1	0
86	82	71	72	76	559	80	3	0
89	71	68	71	52	493	70	2	0
42	51	37	46	50	319	46	2	0
88	98	91	108	92	646	92	3	0
32	44	33	54	30	268	38	1	0
17	15	16	10	20	104	15	1	0
159	137	136	159	141	972	139	5	0
306	217	253	246	205	1,723	246	8	0
133	79	124	106	89	725	104	3	0
300	278	267	278	239	1,828	261	9	0

County	Name	Type	From	Feb	Mar
Burlington	Mount Laurel PD	Police Dept	From Burlington County Comm Center	696	800
Camden	Rutgers PD	Police Dept	From Camden City PD	6	8
Cape May	Cape May Comm Center	Police Dept	From Avalon PD	2	15
Cumberland	Millville PD	Police Dept	From Cumberland County Comm Center	316	370
Essex	East Orange Fire	Fire Dept	From East Orange PD	130	239
Essex	Essex Valley Med	Medical Center	From Essex County	612	656
Essex	NJ Transit PD	Police Dept	From Essex County	995	1,311
Essex	UMDNJ	Medical Center	From Newark PD	2,810	3,489
Essex	MONOC	Medical Center	From Orange PD	0	0
Hudson	McCabe Ambu	Medical Center	From Bayonne PD	241	292
Hudson	Jersey City HUDCN	Medical Center	From Hudson County	3,197	4,400
Hudson	N Hudson Reg Fire	Fire Dept	From Hudson County	149	219
Hudson	Guttenberg PD	Police Dept	From Hudson County 9-1-1 Center	40	48
Hudson	Harrison PD	Police Dept	From Hudson County 9-1-1 Center	45	79
Hudson	Hoboken PD	Police Dept	From Hudson County 9-1-1 Center	136	269
Hudson	Kearny PD	Police Dept	From Hudson County 9-1-1 Center	161	190
Hudson	North Bergen PD	Police Dept	From Hudson County 9-1-1 Center	338	418
Hudson	Union City PD	Police Dept	From Hudson County 9-1-1 Center	64	453
Hudson	Weehawken PD	Police Dept	From Hudson County 9-1-1 Center	271	49
Hudson	West New York PD	Police Dept	From Hudson County 9-1-1 Center	455	296
Hudson	Jersey City Fire	Fire Dept	From Jersey City PD	159	160
Mercer	College of NJ PD	Police Dept	From Ewing Twp PD	3	0
Mercer	Mercer Co Emergency	Medical Center	From Hightstown PD	78	143
Mercer	LIFECOMM	Medical Center	From Mercer County	1,586	1,561
Middlesex	Milltown PD	Police Dept	From Jamesburg PD	42	52
Middlesex	RWJ Medical	Medical Center	From New Brunswick PD	180	328
Middlesex	Woodbridge FD	Fire Dept	From Woodbridge Twp PD	4	26
Morris	Jefferson PD	Police Dept	From Morris County Comm Center	222	310
Ocean	Beach Haven PD	Police Dept	From Ocean County Comm Center	23	16
Ocean	Berkeley Twp PD	Police Dept	From Ocean County Comm Center	563	775
Ocean	Brick Twp PD	Police Dept	From Ocean County Comm Center	471	0
Ocean	Dover Twp	Police Dept	From Ocean County Comm Center	1,830	2,283
Ocean	Jackson Twp	Police Dept	From Ocean County Comm Center	308	483
Ocean	Lacey PD	Police Dept	From Ocean County Comm Center	206	336
Ocean	Lakewood Twp PD	Police Dept	From Ocean County Comm Center	320	118
Ocean	Lavallette PD	Police Dept	From Ocean County Comm Center	12	20
Ocean	Little Egg Harbor PD	Police Dept	From Ocean County Comm Center	235	273
Ocean	Long Beach PD	Police Dept	From Ocean County Comm Center	64	78
Ocean	Manchester Twp PD	Police Dept	From Ocean County Comm Center	544	761

Apr	May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
806	789	842	832	878	5,643	806	27	1
2	1	6	7	3	33	5	0	0
6	21	17	93	61	215	31	1	0
432	379	375	347	303	2,522	360	12	1
264	203	149	216	161	1,362	195	6	0
569	705	610	567	635	4,354	622	21	1
1,420	433	1,085	1,362	1,276	7,882	1,126	37	2
3,139	3,266	3,069	3,217	3,234	22,224	3,175	105	4
0	0	5	2	271	278	40	1	0
266	270	257	269	248	1,843	263	9	0
3,067	3,048	3,177	3,514	3,345	23,748	3,393	112	5
236	156	210	164	219	1,353	193	6	0
49	42	34	45	38	296	42	1	0
84	34	62	43	44	391	56	2	0
499	181	134	143	128	1,490	213	7	0
115	100	88	88	126	868	124	4	0
325	326	326	267	330	2,330	333	11	1
496	376	446	415	412	2,662	380	13	1
69	59	55	54	50	607	87	3	0
317	270	273	285	237	2,133	305	10	0
226	190	158	199	190	1,282	183	6	0
0	4	13	8	20	48	7	0	0
152	113	122	128	105	841	120	4	0
1,542	1,571	1,523	1,586	1,645	11,014	1,573	52	2
62	41	58	57	41	353	50	2	0
208	231	196	210	158	1,511	216	7	0
11	16	5	7	2	71	10	0	0
189	272	227	287	263	1,770	253	8	0
12	6	21	49	33	160	23	1	0
845	636	603	604	566	4,592	656	22	1
0	0	0	0	0	471	67	2	0
2,128	2,115	2,095	2,352	2,456	15,259	2,180	72	3
407	380	354	365	274	2,571	367	12	1
201	229	245	258	2,364	3,839	548	18	1
554	660	1,123	633	354	3,762	537	18	1
20	23	21	47	42	185	26	1	0
274	333	386	170	369	2,040	291	10	0
73	96	793	279	247	1,630	233	8	0
547	409	474	485	472	3,692	527	17	1

County	Name	Type	From	Feb	Mar
Ocean	Ocean Twp PD	Police Dept	From Ocean County Comm Center	51	52
Ocean	Point Pleasant PD	Police Dept	From Ocean County Comm Center	97	131
Ocean	Pt Pleasant Beach PD	Police Dept	From Ocean County Comm Center	40	55
Ocean	Seaside Heights PD	Police Dept	From Ocean County Comm Center	26	3
Ocean	Seaside Park PD	Police Dept	From Ocean County Comm Center	14	22
Ocean	Stafford PD	Police Dept	From Ocean County Comm Center	206	343
Passaic	MICCOM	Medical Center	From Passaic County	15	29
Passaic	Haledon PD	Police Dept	From Passaic County Sheriff Dept	43	45
Passaic	North Haledon PD	Police Dept	From Passaic County Sheriff Dept	28	38
Passaic	Ringwood	Police Dept	From Passaic County Sheriff Dept	28	70
Passaic	Totowa PD	Police Dept	From Passaic County Sheriff Dept	77	90
Passaic	West Paterson PD	Police Dept	From Passaic County Sheriff Dept	59	61
Passaic	Passaic Fire	Fire Dept	From Passaic PD	45	72
Passaic	Paterson Fire	Fire Dept	From Paterson PD	992	1,484
Salem	Carneys Point PD	Police Dept	From Salem County Comm Center	14	20
Salem	Lower Alloways Creek	Police Dept	From Salem County Comm Center	3	3
Salem	Salem City PD	Police Dept	From Salem County Comm Center	24	33
Somerset	Bernardsville PD	Police Dept	From Somerset County Comm Center	11	30
Somerset	Green Brook PD	Police Dept	From Somerset County Comm Center	38	78
Somerset	Hillsborough PD	Police Dept	From Somerset County Comm Center	49	57
Somerset	Watchung	Police Dept	From Somerset County Comm Center	56	77
Union	Roselle Fire	Fire Dept	From Roselle PD	0	0
Union	Summit	Police Dept	From Summit Fire	53	113
Union	Overbrook Hospital	Medical Center	From Union County	1,625	2,183
Union	Union Co PD	Police Dept	From Union PD	23	31

Apr	May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
56	67	58	90	67	441	63	2	0
122	124	127	142	132	875	125	4	0
60	50	80	128	82	495	71	2	0
28	65	71	66	51	310	44	2	0
13	23	23	55	32	182	26	1	0
247	243	258	273	247	1,817	260	9	0
40	39	39	40	29	231	33	1	0
44	38	39	32	31	272	39	1	0
21	36	36	35	38	232	33	1	0
47	53	61	45	55	359	51	2	0
66	59	90	69	88	539	77	3	0
48	60	59	60	58	405	58	2	0
48	65	50	46	33	359	51	2	0
1,482	982	806	1,029	719	7,494	1,071	35	2
8	14	36	15	10	117	17	1	0
5	12	17	2	2	44	6	0	0
35	22	42	3	20	179	26	1	0
19	10	26	32	15	143	20	1	0
62	63	45	46	41	373	53	2	0
100	137	124	152	84	703	100	3	0
63	76	76	64	64	476	68	2	0
74	92	50	38	63	317	45	2	0
148	96	85	113	102	710	101	3	0
1,627	1,848	1,896	1,792	1,491	12,462	1,780	59	2
37	7	0	0	0	98	14	1	0

APPENDIX C

Small PSAP Scenarios

County	PSAP Name	Less than 1 Call Per Hour	Less than 17 Calls Per Day	Less than 527 Calls Per Month	Less than 10 Calls Per Day
Atlantic	Absecon PD	X	X	X	
Atlantic	Brigantine PD		X	X	
Atlantic	Buena Boro PD		X	X	
Atlantic	Egg Harbor City PD		X	X	
Atlantic	Egg Harbor Twp PD				
Atlantic	Galloway Twp PD				
Atlantic	Hamilton Twp PD				
Atlantic	Hammonton PD				
Atlantic	Linwood PD	X	X	X	X
Atlantic	Longport PD	X	X	X	X
Atlantic	Margate City PD	X	X	X	
Atlantic	Pleasantville PD				
Atlantic	Somers Point PD		X	X	
Atlantic	Ventnor PD			X	
Bergen	Bergenfield PD		X	X	
Bergen	Carlstadt PD	X	X	X	X
Bergen	Closter PD			X	
Bergen	Dumont PD	X	X	X	X
Bergen	Elmwood Park PD	X	X	X	
Bergen	Emerson PD	X	X	X	X
Bergen	Englewood Cliffs PD	X	X	X	X
Bergen	Englewood PD				
Bergen	Fair Lawn PD				
Bergen	Fort Lee PD				
Bergen	Garfield PD				
Bergen	Hasbrouck Heights PD	X	X	X	
Bergen	Leonida PD	X	X	X	X
Bergen	Maywood PD	X	X	X	X
Bergen	Park Ridge PD		X	X	
Bergen	River Vale PD	X	X	X	X
Bergen	Saddle Brook PD	X	X	X	X
Bergen	Teaneck PD				
Bergen	Washington Twp PD	X	X	X	X
Bergen	Westwood PD	X	X		X
Burlington	Medford Twp PD		X	X	
Camden	Gloucester Twp PD				
Camden	Pennsauken Twp PD				
Camden	Voorhees Twp PD				
Camden	Winslow Twp PD				

Population of 19,000 or Less	Population of 40,000 or Less	Bottom 25	Serving 1 Municipality	Serving 2 Municipalities	Serving 3 Municipalities	Serving 4 or More Municipalities
X	X				X	
X	X		X			
X	X		X			X
					X	
X	X			X		
	X			X		
	X		X			
X	X		X			
X	X		X			
X	X		X			
	X		X			
X	X		X			
X	X		X			
	X		X			
X	X	X	X			
	X					X
X	X		X			
	X		X			
X	X	X	X			
X	X	X	X			
	X		X			
	X		X			
	X		X			
X	X		X			
X	X		X			
X	X	X	X			
	X				X	
X	X	X		X		
X	X		X			
	X		X			
X	X	X	X			
X	X		X			
	X		X			
X	X		X			
	X		X			
	X		X			
	X		X			

County	PSAP Name	Less than 1 Call Per Hour	Less than 17 Calls Per Day	Less than 527 Calls Per Month	Less than 10 Calls Per Day
Cape May	Avalon PD	X	X	X	X
Cape May	Cape May City PD	X	X	X	
Cape May	Lower Twp PD				
Cape May	Middle Twp PD				
Cape May	North Wildwood PD	X	X	X	
Cape May	Ocean City PD				
Cape May	Sea Isle City PD	X	X	X	X
Cape May	Stone Harbor PD	X	X	X	X
Cape May	Wildwood Crest PD	X	X		X
Cape May	Wildwood PD				
Essex	Belleville PD				
Essex	Cedar Grove PD	X	X	X	X
Essex	Essex Fells PD	X	X	X	X
Essex	Fairfield PD	X	X	X	X
Essex	Glen Ridge PD	X	X	X	X
Essex	Livingston PD				
Essex	Maplewood PD				
Essex	Millburn PD				
Essex	Montclair PD				
Essex	North Caldwell PD	X	X	X	X
Essex	Nutley PD		X	X	
Essex	Orange PD				
Essex	Roseland PD	X	X	X	X
Essex	South Orange PD		X	X	
Essex	Verona PD	X	X	X	
Essex	West Caldwell PD		X		
Hudson	Secaucus PD				
Mercer	East Windsor Twp PD				
Mercer	Ewing Twp PD				
Mercer	Hightstown PD	X	X	X	X
Mercer	Hopewell Twp PD		X	X	
Mercer	Lawrence Twp PD				
Mercer	Princeton Boro PD	X	X	X	
Mercer	Princeton Twp PD		X	X	
Mercer	Washington Twp PD	X	X	X	X
Mercer	West Windsor Twp PD				
Middlesex	Carteret PD				
Middlesex	Dunellen PD	X	X	X	X
Middlesex	Highland Park PD	X	X	X	X
Middlesex	Jamesburg PD	X	X	X	X
Middlesex	Metuchen PD	X	X	X	X
Middlesex	Middlesex Boro PD	X	X	X	X
Middlesex	Monroe Twp PD				

Population of 19,000 or Less	Population of 40,000 or Less	Bottom 25	Serving 1 Municipality	Serving 2 Municipalities	Serving 3 Municipalities	Serving 4 or More Municipalities
X	X		X			
X	X				X	
	X		X			
	X				X	
	X		X			
	X				X	
X	X		X			
X	X	X	X			
X	X			X		
X	X		X			
X	X		X			
X	X	X	X			
	X		X			
	X		X			
	X		X			
X	X	X	X			
X	X		X			
X	X		X			
	X		X			
	X		X			
	X		X			
X	X	X	X			
X	X		X			
X	X		X			
X	X			X		
X	X		X			
	X		X			
	X		X			
X	X			X		
	X				X	
	X		X			
X	X		X			
X	X		X			
X	X		X			
	X		X			
	X		X			
X	X	X	X			
X	X		X			
X	X			X		
X	X	X	X			
X	X		X			
	X		X			

County	PSAP Name	Less than 1 Call Per Hour	Less than 17 Calls Per Day	Less than 527 Calls Per Month	Less than 10 Calls Per Day
Middlesex	North Brunswick Twp PD				
Middlesex	Plainsboro Twp PD		X	X	
Middlesex	South Amboy PD	X	X	X	X
Middlesex	South Plainfield PD				
Middlesex	South River PD	X	X	X	X
Middlesex	Spotswood PD	X	X	X	X
Monmouth	Belmar PD	X	X	X	X
Monmouth	Freehold Twp PD				
Monmouth	Hazlet PD		X	X	
Monmouth	Marlboro Twp PD				
Monmouth	Neptune Twp PD				
Morris	Boonton PD	X	X	X	X
Morris	Butler PD	X	X	X	X
Morris	Chatham Boro PD	X	X	X	X
Morris	Chatham Twp PD	X	X	X	X
Morris	Denville PD	X	X	X	
Morris	Florham Park PD	X	X	X	X
Morris	Hanover Twp PD	X	X	X	
Morris	Madison PD	X	X	X	X
Morris	Montville Twp PD		X	X	
Morris	Morris Plains PD	X	X	X	X
Morris	Morris Twp PD	X	X	X	
Morris	Morristown PD				
Morris	Mount Olive Twp PD			X	
Morris	Mountain Lakes PD	X	X	X	X
Morris	Pequannock Twp PD	X	X	X	X
Morris	Randolph Twp PD		X	X	
Morris	Rockaway Twp PD	X	X	X	
Morris	Roxbury Twp PD		X	X	
Morris	Washington Twp PD	X	X	X	
Passaic	Hawthorne PD	X	X	X	
Passaic	Little Falls PD	X	X	X	X
Passaic	Pompton Lakes PD		X	X	
Passaic	West Milford Twp PD				
Somerset	Bernards Twp PD		X	X	
Somerset	Montgomery Twp PD	X	X	X	
Somerset	Warren Twp PD	X	X	X	X
Sussex	Andover Twp PD	X	X	X	X
Sussex	Hardyston Twp PD	X	X	X	X
Sussex	Hopatcong PD	X	X	X	
Sussex	Newton PD				
Sussex	Sparta Twp PD		X	X	
Sussex	Vernon Twp PD		X	X	

Population of 19,000 or Less	Population of 40,000 or Less	Bottom 25	Serving 1 Municipality	Serving 2 Municipalities	Serving 3 Municipalities	Serving 4 or More Municipalities
	X		X			
	X		X			
X	X		X			
	X		X			
X	X		X			
X	X	X		X		
X	X			X		
	X		X			
	X		X			
	X		X			
	X			X		
X	X	X	X			
X	X	X	X			
X	X		X			
X	X			X		
X	X		X			
X	X		X			
X	X		X			
X	X		X			
X	X		X			
X	X	X	X			
	X		X			
X	X		X			
	X		X			
X	X		X			
X	X		X			
	X		X			
	X		X			
	X				X	
X	X		X			
X	X		X			
	X				X	
	X					
	X		X			
	X			X		
	X			X		
X	X		X			
X	X				X	
X	X	X		X		
	X				X	
	X					X
	X				X	
	X				X	

County	PSAP Name	Less than 1 Call Per Hour	Less than 17 Calls Per Day	Less than 527 Calls Per Month	Less than 10 Calls Per Day
Union	Berkeley Heights Twp PD	X	X	X	X
Union	Clark Twp PD	X	X	X	X
Union	Cranford PD		X	X	
Union	Fanwood PD	X	X	X	X
Union	Garwood PD	X	X	X	X
Union	Hillside PD				
Union	Kenilworth PD	X	X	X	X
Union	Mountainside PD	X	X	X	X
Union	New Providence PD	X	X	X	X
Union	Rahway PD				
Union	Roselle Park PD	X	X	X	
Union	Roselle PD				
Union	Scotch Plains PD				
Union	Springfield PD	X		X	
Union	Summit Fire				
Union	Westfield PD				
Warren	Phillipsburg PD		X	X	

Population of 19,000 or Less	Population of 40,000 or Less	Bottom 25	Serving 1 Municipality	Serving 2 Municipalities	Serving 3 Municipalities	Serving 4 or More Municipalities
X	X		X			
X	X		X			
	X			X		
X	X	X	X			
X	X	X	X			
	X		X			
X	X	X	X			
X	X		X			
X	X		X			
	X		X			
X	X		X			
	X		X			
	X		X			
X	X		X			
	X		X			
	X		X			
X	X		X			

APPENDIX D

PSAPs Receiving Fewer than 527 Calls per Month

County	PSAP Name	Number of Municipalities Served	Pop 2004	Feb	Mar	Apr
Essex	Essex Fells PD	1	2,130	20	35	32
Atlantic	Longport PD	1	1,083	78	39	32
Essex	North Caldwell PD	1	7,354	58	93	121
Cape May	Stone Harbor PD	1	1,087	20	53	79
Bergen	Emerson PD	1	7,339	80	102	118
Bergen	Leonida PD	1	8,911	92	96	72
Morris	Morris Plains PD	1	5,563	69	113	115
Morris	Butler PD	1	8,118	113	136	98
Union	Fanwood PD	1	7,255	62	136	128
Essex	Glen Ridge PD	1	7,123	77	106	123
Bergen	Washington Twp PD	1	9,623	84	112	169
Bergen	River Vale PD	2	15,681	115	133	130
Morris	Mountain Lakes PD	1	4,359	95	146	135
Middlesex	Dunellen PD	1	6,995	112	204	148
Bergen	Carlstadt PD	1	6,019	100	165	110
Middlesex	Metuchen PD	1	13,335	177	232	37
Bergen	Maywood PD	1	9,505	117	210	113
Sussex	Hardyston Twp PD	2	11,119	95	112	135
Bergen	Englewood Cliffs PD	1	5,655	111	176	178
Union	Garwood PD	1	4,166	82	200	127
Middlesex	Spotswood PD	2	10,238	111	173	230
Union	Kenilworth PD	1	7,764	118	154	201
Morris	Boonton PD	1	8,468	91	244	141
Essex	Roseland PD	1	5,341	109	143	175
Passaic	Little Falls PD	1	11,946	138	205	188
Bergen	Westwood PD	1	11,051	175	191	142
Morris	Chatham Boro PD	1	8,428	193	207	106
Union	New Providence PD	1	11,981	154	188	148
Bergen	Dumont PD	1	17,571	167	174	149
Middlesex	Jamesburg PD	2	13,672	171	201	176
Morris	Pequannock Twp PD	1	15,192	148	237	167
Morris	Chatham Twp PD	2	13,454	108	202	204
Middlesex	South Amboy PD	1	8,008	178	202	232
Monmouth	Belmar PD	2	7,829	114	148	192
Middlesex	Middlesex Boro PD	1	13,967	169	192	204
Sussex	Andover Twp PD	3	10,652	186	226	205
Atlantic	Linwood PD	1	7,415	152	156	167
Cape May	Wildwood Crest PD	2	4,282	68	114	114
Bergen	Saddle Brook PD	1	13,236	198	264	201

May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
31	27	24	16	185	26	1	0
39	75	124	91	478	68	2	0
60	59	73	85	549	78	3	0
73	95	156	111	587	84	3	0
61	82	61	90	594	85	3	0
68	105	84	111	628	90	3	0
95	97	76	85	650	93	3	0
112	75	108	93	735	105	4	0
105	121	123	131	806	115	4	0
106	182	113	105	812	116	4	0
90	75	111	182	823	118	4	0
113	120	133	148	892	127	4	0
141	139	139	107	902	129	4	0
154	121	101	117	957	137	5	0
146	171	134	132	958	137	5	0
40	196	141	161	984	141	5	0
110	120	155	160	985	141	5	0
147	130	178	189	986	141	5	0
150	110	117	146	988	141	5	0
163	162	146	141	1,021	146	5	0
134	116	163	122	1,049	150	5	0
145	179	146	129	1,072	153	5	0
136	185	141	148	1,086	155	5	0
141	170	201	159	1,098	157	5	0
151	146	144	178	1,150	164	5	0
169	162	156	163	1,158	165	6	0
105	122	270	155	1,158	165	6	0
162	199	146	179	1,176	168	6	0
170	185	179	160	1,184	169	6	0
158	146	211	171	1,234	176	6	0
169	175	167	188	1,251	179	6	0
208	205	155	175	1,257	180	6	0
168	185	187	165	1,317	188	6	0
180	200	269	239	1,342	192	6	0
152	228	190	219	1,354	193	6	0
182	227	177	192	1,395	199	7	0
155	164	336	272	1,402	200	7	0
152	274	372	341	1,435	205	7	0
219	221	236	239	1,578	225	7	0

County	PSAP Name	Number of Municipalities Served	Pop 2004	Feb	Mar	Apr
Union	Mountainside PD	1	6,660	176	249	180
Cape May	Sea Isle City PD	1	2,976	42	56	60
Morris	Florham Park PD	1	12,556	183	236	223
Somerset	Warren Twp PD	1	15,531	179	326	242
Middlesex	South River PD	1	16,025	172	297	256
Union	Clark Twp PD	1	14,709	224	316	212
Mercer	Washington Twp PD	1	11,445	236	224	234
Essex	Cedar Grove PD	1	12,565	217	298	248
Cape May	Avalon PD	1	2,164	94	152	126
Morris	Madison PD	1	16,005	205	339	251
Mercer	Hightstown PD	2	9,048	228	321	260
Union	Berkeley Heights Twp PD	1	13,619	182	308	297
Middlesex	Highland Park PD	1	14,172	187	269	271
Essex	Fairfield PD	1	7,827	260	351	258
Essex	Verona PD	1	13,315	235	247	273
Mercer	Princeton Boro PD	1	13,590	238	380	296
Somerset	Montgomery Twp PD	2	22,952	261	286	306
Morris	Morris Twp PD	1	21,412	272	391	260
Bergen	Hasbrouck Heights PD	1	11,679	248	346	496
Atlantic	Absecon PD	1	7,905	211	330	377
Bergen	Elmwood Park PD	1	19,005	257	369	285
Union	Roselle Park PD	1	13,296	246	353	366
Atlantic	Margate City PD	1	8,627	191	250	237
Passaic	Hawthorne PD	1	18,378	346	388	332
Morris	Rockaway Twp PD	1	25,244	283	408	340
Morris	Denville PD	1	16,188	206	325	442
Cape May	North Wildwood PD	1	4,801	112	148	101
Cape May	Cape May City PD	3	5,162	131	194	189
Union	Springfield PD	1	14,788	300	421	311
Morris	Hanover Twp PD	1	13,556	274	492	419
Morris	Washington Twp PD	3	27,905	270	409	349
Sussex	Hopatcong PD	3	28,406	270	395	432
Morris	Randolph Twp PD	1	25,734	333	471	356
Morris	Montville Twp PD	1	21,368	285	496	307
Essex	West Caldwell PD	2	18,690	317	377	390
Morris	Roxbury Twp PD	1	23,854	319	464	390
Warren	Phillipsburg PD	1	15,070	334	442	481
Essex	South Orange PD	1	16,788	255	372	382
Burlington	Medford Twp PD	1	23,568	294	500	420
Atlantic	Brigantine PD	1	12,769	307	331	264
Sussex	Sparta Twp PD	3	27,132	320	399	425
Bergen	Bergenfield PD	1	26,210	359	527	426
Mercer	Princeton Twp PD	1	17,349	380	479	488

May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
213	272	249	244	1,583	226	8	0
208	268	543	414	1,591	227	8	0
223	251	263	233	1,612	230	8	0
218	222	228	207	1,622	232	8	0
230	215	288	220	1,678	240	8	0
216	292	211	237	1,708	244	8	0
272	262	269	219	1,716	245	8	0
256	219	232	247	1,717	245	8	0
220	310	443	389	1,734	248	8	0
250	266	252	217	1,780	254	8	0
230	268	232	259	1,798	257	9	0
263	263	274	234	1,821	260	9	0
257	290	290	277	1,841	263	9	0
262	264	245	210	1,850	264	9	0
315	286	389	270	2,015	288	10	0
275	279	294	262	2,024	289	10	0
277	292	302	300	2,024	289	10	0
282	290	295	311	2,101	300	10	0
246	211	331	267	2,145	306	10	0
236	307	354	359	2,174	311	10	0
298	365	316	325	2,215	316	10	0
312	342	323	311	2,253	322	11	0
245	270	588	479	2,260	323	11	0
306	305	263	358	2,298	328	11	1
362	307	343	333	2,376	339	11	1
321	376	353	378	2,401	343	11	1
289	472	743	572	2,437	348	12	1
261	465	569	629	2,438	348	12	1
314	325	397	373	2,441	349	12	1
309	281	330	340	2,445	349	12	1
305	420	353	351	2,457	351	12	1
361	310	370	396	2,534	362	12	1
338	372	354	331	2,555	365	12	1
384	368	376	402	2,618	374	12	1
355	433	382	389	2,643	378	13	1
361	348	401	364	2,647	378	13	1
354	336	390	338	2,675	382	13	1
400	427	435	439	2,710	387	13	1
368	449	341	361	2,733	390	13	1
315	496	654	502	2,869	410	14	1
470	423	429	411	2,877	411	14	1
368	403	392	465	2,940	420	14	1
398	429	419	439	3,032	433	14	1

County	PSAP Name	Number of Municipalities Served	Pop 2004	Feb	Mar	Apr
Atlantic	Somers Point PD	1	11,731	307	433	418
Bergen	Park Ridge PD	3	22,177	342	584	517
Atlantic	Egg Harbor City PD	3	44,654	191	476	389
Passaic	Pompton Lakes PD	3	29,528	317	557	591
Monmouth	Hazlet PD	1	21,226	369	539	494
Atlantic	Buena Boro PD	4	15,729	369	443	517
Middlesex	Plainsboro Twp PD	1	21,300	394	560	556
Mercer	Hopewell Twp PD	3	22,346	518	692	526
Sussex	Vernon Twp PD	3	39,054	401	462	410
Essex	Nutley PD	1	27,875	455	568	500
Union	Cranford PD	2	24,128	472	553	473
Somerset	Bernards Twp PD	2	35,691	307	571	539
Bergen	Closter PD	8	35,405	432	668	666
Morris	Mount Olive Twp PD	1	25,718	325	471	489
Atlantic	Ventnor PD	1	12,831	381	437	334

May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
382	466	479	550	3,035	434	14	1
366	413	459	399	3,080	440	15	1
416	517	523	599	3,111	444	15	1
409	448	502	416	3,240	463	15	1
518	536	391	408	3,255	465	15	1
449	490	454	557	3,279	468	16	1
448	409	478	436	3,281	469	16	1
403	407	357	382	3,285	469	16	1
479	525	551	460	3,288	470	16	1
448	475	449	456	3,351	479	16	1
408	490	510	461	3,367	481	16	1
484	544	486	470	3,401	486	16	1
422	493	514	341	3,536	505	17	1
522	586	602	574	3,569	510	17	1
355	488	877	789	3,661	523	17	1

APPENDIX E

PSAPs Receiving Fewer than 10 Calls per Day

County	PSAP Name	Number of Municipalities Served	Pop 2004	Feb	Mar	Apr	May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
Atlantic	Linwood PD	1	7,415	152	156	167	155	164	336	272	1,402	200	7	0
Atlantic	Longport PD	1	1,083	78	39	32	39	75	124	91	478	68	2	0
Bergen	Carlstadt PD	1	6,019	100	165	110	146	171	134	132	958	137	5	0
Bergen	Dumont PD	1	17,571	167	174	149	170	185	179	160	1,184	169	6	0
Bergen	Emerson PD	1	7,339	80	102	118	61	82	61	90	594	85	3	0
Bergen	Englewood Cliffs PD	1	5,655	111	176	178	150	110	117	146	988	141	5	0
Bergen	Leonia PD	1	8,911	92	96	72	68	105	84	111	628	90	3	0
Bergen	Maywood PD	1	9,505	117	210	113	110	120	155	160	985	141	5	0
Bergen	River Vale PD	2	15,681	115	133	130	113	120	133	148	892	127	4	0
Bergen	Saddle Brook PD	1	13,236	198	264	201	219	221	236	239	1,578	225	7	0
Bergen	Washington Twp PD	1	9,623	84	112	169	90	75	111	182	823	118	4	0
Bergen	Westwood PD	1	11,051	175	191	142	169	162	156	163	1,158	165	6	0
Cape May	Avalon PD	1	2,164	94	152	126	220	310	443	389	1,734	248	8	0
Cape May	Sea Isle City PD	1	2,976	42	56	60	208	268	543	414	1,591	227	8	0
Cape May	Stone Harbor PD	1	1,087	20	53	79	73	95	156	111	587	84	3	0
Cape May	Wildwood Crest PD	2	4,282	68	114	114	152	274	372	341	1,435	205	7	0
Essex	Cedar Grove PD	1	12,565	217	298	248	256	219	232	247	1,717	245	8	0
Essex	Essex Fells PD	1	2,130	20	35	32	31	27	24	16	185	26	1	0
Essex	Fairfield PD	1	7,827	260	351	258	262	264	245	210	1,850	264	9	0
Essex	Glen Ridge PD	1	7,123	77	106	123	106	182	113	105	812	116	4	0
Essex	North Caldwell PD	1	7,354	58	93	121	60	59	73	85	549	78	3	0
Essex	Roseland PD	1	5,341	109	143	175	141	170	201	159	1,098	157	5	0
Mercer	Hightstown PD	2	9,048	228	321	260	230	268	232	259	1,798	257	9	0
Mercer	Washington Twp PD	1	11,445	236	224	234	272	262	269	219	1,716	245	8	0
Middlesex	Dunellen PD	1	6,995	112	204	148	154	121	101	117	957	137	5	0
Middlesex	Highland Park PD	1	14,172	187	269	271	257	290	290	277	1,841	263	9	0

Middlesex	Jamesburg PD	2	13,672	171	201	176	158	146	211	171	1,234	176	6	0
Middlesex	Metuchen PD	1	13,335	177	232	37	40	196	141	161	984	141	5	0
Middlesex	Middlesex Boro PD	1	13,967	169	192	204	152	228	190	219	1,354	193	6	0
Middlesex	South Amboy PD	1	8,008	178	202	232	168	185	187	165	1,317	188	6	0
Middlesex	South River PD	1	16,025	172	297	256	230	215	288	220	1,678	240	8	0
Middlesex	Spotswood PD	2	10,238	111	173	230	134	116	163	122	1,049	150	5	0
Monmouth	Belmar PD	2	7,829	114	148	192	180	200	269	239	1,342	192	6	0
Morris	Boonton PD	1	8,468	91	244	141	136	185	141	148	1,086	155	5	0
Morris	Butler PD	1	8,118	113	136	98	112	75	108	93	735	105	4	0
Morris	Chatham Boro PD	1	8,428	193	207	106	105	122	270	155	1,158	165	6	0
Morris	Chatham Twp PD	2	13,454	108	202	204	208	205	155	175	1,257	180	6	0
Morris	Florham Park PD	1	12,556	183	236	223	223	251	263	233	1,612	230	8	0
Morris	Madison PD	1	16,005	205	339	251	250	266	252	217	1,780	254	8	0
Morris	Morris Plains PD	1	5,563	69	113	115	95	97	76	85	650	93	3	0
Morris	Mountain Lakes PD	1	4,359	95	146	135	141	139	139	107	902	129	4	0
Morris	Pequannock Twp PD	1	15,192	148	237	167	169	175	167	188	1,251	179	6	0
Passaic	Little Falls PD	1	11,946	138	205	188	151	146	144	178	1,150	164	5	0
Somerset	Warren Twp PD	1	15,531	179	326	242	218	222	228	207	1,622	232	8	0
Sussex	Andover Twp PD	3	10,652	186	226	205	182	227	177	192	1,395	199	7	0
Sussex	Hardyston Twp PD	2	11,119	95	112	135	147	130	178	189	986	141	5	0
Union	Berkeley Heights Twp PD	1	13,619	182	308	297	263	263	274	234	1,821	260	9	0
Union	Clark Twp PD	1	14,709	224	316	212	216	292	211	237	1,708	244	8	0
Union	Fanwood PD	1	7,255	62	136	128	105	121	123	131	806	115	4	0
Union	Garwood PD	1	4,166	82	200	127	163	162	146	141	1,021	146	5	0
Union	Kenilworth PD	1	7,764	118	154	201	145	179	146	129	1,072	153	5	0
Union	Mountainside PD	1	6,660	176	249	180	213	272	249	244	1,583	226	8	0
Union	New Providence PD	1	11,981	154	188	148	162	199	146	179	1,176	168	6	0

APPENDIX F

PSAPs Serving Less than 40,000

County	PSAP Name	Number of Municipalities Served	Pop 2004	Feb	Mar	Apr
Bergen	Teaneck PD	1	39,853	1,039	1,049	809
Monmouth	Marlboro Twp PD	1	39,780	590	761	636
Sussex	Vernon Twp PD	3	39,054	401	462	410
Middlesex	North Brunswick Twp PD	1	38,872	776	1,115	958
Essex	Montclair PD	1	38,298	672	1,029	1,229
Bergen	Fort Lee PD	1	37,310	582	948	823
Mercer	Ewing Twp PD	1	37,057	914	1,441	1,341
Atlantic	Galloway Twp PD	2	36,198	820	1,274	1,131
Camden	Winslow Twp PD	1	36,061	1,275	1,338	1,316
Sussex	Newton PD	10	35,855	795	1,039	981
Somerset	Bernards Twp PD	2	35,691	307	571	539
Camden	Pennsauken Twp PD	1	35,625	1,412	1,967	1,963
Bergen	Closter PD	8	35,405	432	668	666
Essex	Belleville PD	1	35,399	1,064	1,595	1,814
Monmouth	Freehold Twp PD	1	33,853	755	1,095	866
Monmouth	Neptune Twp PD	2	32,752	1,065	1,497	1,432
Middlesex	Monroe Twp PD	1	32,621	546	750	823
Essex	Orange PD	1	32,388	1,521	1,851	1,849
Bergen	Fair Lawn PD	1	31,613	600	578	569
Mercer	Lawrence Twp PD	1	31,391	873	1,363	1,008
Union	Westfield PD	1	30,062	473	695	543
Bergen	Garfield PD	1	29,833	517	637	537
Passaic	Pompton Lakes PD	3	29,528	317	557	591
Camden	Voorhees Twp PD	1	28,742	638	935	816
Sussex	Hopatcong PD	3	28,406	270	395	432
Passaic	West Milford Twp PD	1	28,217	483	767	488
Cape May	Ocean City PD	3	28,016	497	766	743
Morris	Washington Twp PD	3	27,905	270	409	349
Essex	Nutley PD	1	27,875	455	568	500
Essex	Livingston PD	1	27,861	726	1,125	830
Union	Rahway PD	1	27,578	1,000	1,173	1,156
Sussex	Sparta Twp PD	3	27,132	320	399	425
Mercer	East Windsor Twp PD	1	26,872	490	758	665
Bergen	Englewood PD	1	26,353	611	766	656
Bergen	Bergenfield PD	1	26,210	359	527	426
Morris	Randolph Twp PD	1	25,734	333	471	356
Morris	Mount Olive Twp PD	1	25,718	325	471	489
Cape May	Middle Twp PD	3	25,565	656	992	997
Morris	Rockaway Twp PD	1	25,244	283	408	340

May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
896	800	837	810	6,240	891	29	1
616	751	777	716	4,847	692	23	1
479	525	551	460	3,288	470	16	1
838	861	858	768	6,174	882	29	1
1,180	1,132	1,147	1,026	7,415	1,059	35	2
661	656	708	603	4,981	712	24	1
1,118	1,032	1,101	1,094	8,041	1,149	38	2
898	1,037	1,476	1,218	7,854	1,122	37	2
1,543	1,498	1,586	1,518	10,074	1,439	48	2
890	1,026	1,246	1,037	7,014	1,002	33	1
484	544	486	470	3,401	486	16	1
1,746	1,729	1,747	1,716	12,280	1,754	58	2
422	493	514	341	3,536	505	17	1
1,404	1,502	1,805	1,783	10,967	1,567	52	2
893	1,010	1,084	1,015	6,718	960	32	1
1,051	1,211	1,403	1,286	8,945	1,278	42	2
606	611	671	648	4,655	665	22	1
1,889	1,904	1,884	1,951	12,849	1,836	61	3
580	581	607	499	4,014	573	19	1
978	927	941	959	7,049	1,007	33	1
613	641	522	538	4,025	575	19	1
595	581	582	579	4,028	575	19	1
409	448	502	416	3,240	463	15	1
697	680	683	711	5,160	737	24	1
361	310	370	396	2,534	362	12	1
535	573	586	692	4,124	589	20	1
987	1,735	2,271	2,028	9,027	1,290	43	2
305	420	353	351	2,457	351	12	1
448	475	449	456	3,351	479	16	1
864	823	798	818	5,984	855	28	1
997	1,229	1,352	1,153	8,060	1,151	38	2
470	423	429	411	2,877	411	14	1
575	559	647	665	4,359	623	21	1
782	758	704	707	4,984	712	24	1
368	403	392	465	2,940	420	14	1
338	372	354	331	2,555	365	12	1
522	586	602	574	3,569	510	17	1
1,066	1,461	1,888	1,501	8,561	1,223	40	2
362	307	343	333	2,376	339	11	1

County	PSAP Name	Number of Municipalities Served	Pop 2004	Feb	Mar	Apr
Mercer	West Windsor Twp PD	1	24,458	848	1,183	888
Union	Cranford PD	2	24,128	472	553	473
Morris	Roxbury Twp PD	1	23,854	319	464	390
Atlantic	Hamilton Twp PD	1	23,699	836	1,256	916
Burlington	Medford Twp PD	1	23,568	294	500	420
Essex	Maplewood PD	1	23,450	558	835	831
Middlesex	South Plainfield PD	1	23,034	361	567	555
Union	Scotch Plains PD	1	23,027	419	680	466
Somerset	Montgomery Twp PD	2	22,952	261	286	306
Mercer	Hopewell Twp PD	3	22,346	518	692	526
Bergen	Park Ridge PD	3	22,177	342	584	517
Cape May	Lower Twp PD	1	22,019	530	813	736
Union	Hillside PD	1	21,891	501	832	875
Middlesex	Carteret PD	1	21,523	422	716	674
Union	Roselle PD	1	21,415	828	1,107	1,442
Morris	Morris Twp PD	1	21,412	272	391	260
Morris	Montville Twp PD	1	21,368	285	496	307
Middlesex	Plainsboro Twp PD	1	21,300	394	560	556
Union	Summit Fire	1	21,267	438	589	574
Monmouth	Hazlet PD	1	21,226	369	539	494
Essex	Millburn PD	1	19,585	528	590	535
Atlantic	Pleasantville PD	1	19,113	948	1,348	1,278
Bergen	Elmwood Park PD	1	19,005	257	369	285
Morris	Morristown PD	1	18,842	534	720	528
Essex	West Caldwell PD	2	18,690	317	377	390
Passaic	Hawthorne PD	1	18,378	346	388	332
Bergen	Dumont PD	1	17,571	167	174	149
Mercer	Princeton Twp PD	1	17,349	380	479	488
Essex	South Orange PD	1	16,788	255	372	382
Morris	Denville PD	1	16,188	206	325	442
Middlesex	South River PD	1	16,025	172	297	256
Morris	Madison PD	1	16,005	205	339	251
Atlantic	Buena Boro PD	4	15,729	369	443	517
Bergen	River Vale PD	2	15,681	115	133	130
Hudson	Secaucus PD	1	15,663	798	780	792
Somerset	Warren Twp PD	1	15,531	179	326	242
Morris	Pequannock Twp PD	1	15,192	148	237	167
Warren	Phillipsburg PD	1	15,070	334	442	481
Union	Springfield PD	1	14,788	300	421	311
Union	Clark Twp PD	1	14,709	224	316	212
Middlesex	Highland Park PD	1	14,172	187	269	271
Middlesex	Middlesex Boro PD	1	13,967	169	192	204
Middlesex	Jamesburg PD	2	13,672	171	201	176

May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
985	943	945	850	6,642	949	31	1
408	490	510	461	3,367	481	16	1
361	348	401	364	2,647	378	13	1
992	1,133	1,552	1,355	8,040	1,149	38	2
368	449	341	361	2,733	390	13	1
669	799	656	565	4,913	702	23	1
475	561	666	638	3,823	546	18	1
540	557	483	545	3,690	527	17	1
277	292	302	300	2,024	289	10	0
403	407	357	382	3,285	469	16	1
366	413	459	399	3,080	440	15	1
692	867	1,064	928	5,630	804	27	1
701	932	810	759	5,410	773	26	1
562	546	547	594	4,061	580	19	1
986	1,045	917	1,001	7,326	1,047	35	1
282	290	295	311	2,101	300	10	0
384	368	376	402	2,618	374	12	1
448	409	478	436	3,281	469	16	1
651	503	549	468	3,772	539	18	1
518	536	391	408	3,255	465	15	1
557	579	546	555	3,890	556	18	1
950	1,128	1,300	1,217	8,169	1,167	39	2
298	365	316	325	2,215	316	10	0
562	607	648	615	4,214	602	20	1
355	433	382	389	2,643	378	13	1
306	305	263	358	2,298	328	11	1
170	185	179	160	1,184	169	6	0
398	429	419	439	3,032	433	14	1
400	427	435	439	2,710	387	13	1
321	376	353	378	2,401	343	11	1
230	215	288	220	1,678	240	8	0
250	266	252	217	1,780	254	8	0
449	490	454	557	3,279	468	16	1
113	120	133	148	892	127	4	0
791	772	752	769	5,454	779	26	1
218	222	228	207	1,622	232	8	0
169	175	167	188	1,251	179	6	0
354	336	390	338	2,675	382	13	1
314	325	397	373	2,441	349	12	1
216	292	211	237	1,708	244	8	0
257	290	290	277	1,841	263	9	0
152	228	190	219	1,354	193	6	0
158	146	211	171	1,234	176	6	0

County	PSAP Name	Number of Municipalities Served	Pop 2004	Feb	Mar	Apr
Union	Berkeley Heights Twp PD	1	13,619	182	308	297
Mercer	Princeton Boro PD	1	13,590	238	380	296
Morris	Hanover Twp PD	1	13,556	274	492	419
Morris	Chatham Twp PD	2	13,454	108	202	204
Middlesex	Metuchen PD	1	13,335	177	232	37
Essex	Verona PD	1	13,315	235	247	273
Union	Roselle Park PD	1	13,296	246	353	366
Atlantic	Hammonton PD	1	13,280	343	409	414
Bergen	Saddle Brook PD	1	13,236	198	264	201
Atlantic	Ventnor PD	1	12,831	381	437	334
Atlantic	Brigantine PD	1	12,769	307	331	264
Essex	Cedar Grove PD	1	12,565	217	298	248
Morris	Florham Park PD	1	12,556	183	236	223
Atlantic	Egg Harbor Twp PD	2	12,554	1,114	1,556	1,249
Union	New Providence PD	1	11,981	154	188	148
Passaic	Little Falls PD	1	11,946	138	205	188
Atlantic	Somers Point PD	1	11,731	307	433	418
Bergen	Hasbrouck Heights PD	1	11,679	248	346	496
Camden	Gloucester Twp PD	1	11,608	1,296	1,484	1,491
Mercer	Washington Twp PD	1	11,445	236	224	234
Sussex	Hardyston Twp PD	2	11,119	95	112	135
Bergen	Westwood PD	1	11,051	175	191	142
Sussex	Andover Twp PD	3	10,652	186	226	205
Middlesex	Spotswood PD	2	10,238	111	173	230
Bergen	Washington Twp PD	1	9,623	84	112	169
Bergen	Maywood PD	1	9,505	117	210	113
Mercer	Hightstown PD	2	9,048	228	321	260
Bergen	Leonia PD	1	8,911	92	96	72
Atlantic	Margate City PD	1	8,627	191	250	237
Morris	Boonton PD	1	8,468	91	244	141
Morris	Chatham Boro PD	1	8,428	193	207	106
Morris	Butler PD	1	8,118	113	136	98
Middlesex	South Amboy PD	1	8,008	178	202	232
Atlantic	Absecon PD	1	7,905	211	330	377
Monmouth	Belmar PD	2	7,829	114	148	192
Essex	Fairfield PD	1	7,827	260	351	258
Union	Kenilworth PD	1	7,764	118	154	201
Atlantic	Linwood PD	1	7,415	152	156	167
Essex	North Caldwell PD	1	7,354	58	93	121
Bergen	Emerson PD	1	7,339	80	102	118
Union	Fanwood PD	1	7,255	62	136	128
Essex	Glen Ridge PD	1	7,123	77	106	123
Middlesex	Dunellen PD	1	6,995	112	204	148

May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
263	263	274	234	1,821	260	9	0
275	279	294	262	2,024	289	10	0
309	281	330	340	2,445	349	12	1
208	205	155	175	1,257	180	6	0
40	196	141	161	984	141	5	0
315	286	389	270	2,015	288	10	0
312	342	323	311	2,253	322	11	0
1,178	447	816	732	4,339	620	21	1
219	221	236	239	1,578	225	7	0
355	488	877	789	3,661	523	17	1
315	496	654	502	2,869	410	14	1
256	219	232	247	1,717	245	8	0
223	251	263	233	1,612	230	8	0
1,308	1,570	1,883	2,040	10,720	1,531	51	2
162	199	146	179	1,176	168	6	0
151	146	144	178	1,150	164	5	0
382	466	479	550	3,035	434	14	1
246	211	331	267	2,145	306	10	0
1,527	1,424	1,458	1,503	10,183	1,455	48	2
272	262	269	219	1,716	245	8	0
147	130	178	189	986	141	5	0
169	162	156	163	1,158	165	6	0
182	227	177	192	1,395	199	7	0
134	116	163	122	1,049	150	5	0
90	75	111	182	823	118	4	0
110	120	155	160	985	141	5	0
230	268	232	259	1,798	257	9	0
68	105	84	111	628	90	3	0
245	270	588	479	2,260	323	11	0
136	185	141	148	1,086	155	5	0
105	122	270	155	1,158	165	6	0
112	75	108	93	735	105	4	0
168	185	187	165	1,317	188	6	0
236	307	354	359	2,174	311	10	0
180	200	269	239	1,342	192	6	0
262	264	245	210	1,850	264	9	0
145	179	146	129	1,072	153	5	0
155	164	336	272	1,402	200	7	0
60	59	73	85	549	78	3	0
61	82	61	90	594	85	3	0
105	121	123	131	806	115	4	0
106	182	113	105	812	116	4	0
154	121	101	117	957	137	5	0

County	PSAP Name	Number of Municipalities Served	Pop 2004	Feb	Mar	Apr
Union	Mountainside PD	1	6,660	176	249	180
Bergen	Carlstadt PD	1	6,019	100	165	110
Bergen	Englewood Cliffs PD	1	5,655	111	176	178
Morris	Morris Plains PD	1	5,563	69	113	115
Essex	Roseland PD	1	5,341	109	143	175
Cape May	Wildwood PD	1	5,211	196	351	342
Cape May	Cape May City PD	3	5,162	131	194	189
Cape May	North Wildwood PD	1	4,801	112	148	101
Morris	Mountain Lakes PD	1	4,359	95	146	135
Cape May	Wildwood Crest PD	2	4,282	68	114	114
Union	Garwood PD	1	4,166	82	200	127
Cape May	Sea Isle City PD	1	2,976	42	56	60
Cape May	Avalon PD	1	2,164	94	152	126
Essex	Essex Fells PD	1	2,130	20	35	32
Cape May	Stone Harbor PD	1	1,087	20	53	79
Atlantic	Longport PD	1	1,083	78	39	32

May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
213	272	249	244	1,583	226	8	0
146	171	134	132	958	137	5	0
150	110	117	146	988	141	5	0
95	97	76	85	650	93	3	0
141	170	201	159	1,098	157	5	0
549	939	1,288	1,008	4,673	668	22	1
261	465	569	629	2,438	348	12	1
289	472	743	572	2,437	348	12	1
141	139	139	107	902	129	4	0
152	274	372	341	1,435	205	7	0
163	162	146	141	1,021	146	5	0
208	268	543	414	1,591	227	8	0
220	310	443	389	1,734	248	8	0
31	27	24	16	185	26	1	0
73	95	156	111	587	84	3	0
39	75	124	91	478	68	2	0

APPENDIX G

PSAPs Serving Less than 19,000

County	PSAP Name	Number of Municipalities Served	Pop 2004	Feb	Mar	Apr
Atlantic	Absecon PD	1	7,905	211	330	377
Atlantic	Brigantine PD	1	12,769	307	331	264
Atlantic	Buena Boro PD	4	15,729	369	443	517
Atlantic	Egg Harbor Twp PD	2	12,554	1,114	1,556	1,249
Atlantic	Hammonton PD	1	13,280	343	409	414
Atlantic	Linwood PD	1	7,415	152	156	167
Atlantic	Longport PD	1	1,083	78	39	32
Atlantic	Margate City PD	1	8,627	191	250	237
Atlantic	Somers Point PD	1	11,731	307	433	418
Atlantic	Ventnor PD	1	12,831	381	437	334
Bergen	Carlstadt PD	1	6,019	100	165	110
Bergen	Dumont PD	1	17,571	167	174	149
Bergen	Emerson PD	1	7,339	80	102	118
Bergen	Englewood Cliffs PD	1	5,655	111	176	178
Bergen	Hasbrouck Heights PD	1	11,679	248	346	496
Bergen	Leonida PD	1	8,911	92	96	72
Bergen	Maywood PD	1	9,505	117	210	113
Bergen	River Vale PD	2	15,681	115	133	130
Bergen	Saddle Brook PD	1	13,236	198	264	201
Bergen	Washington Twp PD	1	9,623	84	112	169
Bergen	Westwood PD	1	11,051	175	191	142
Camden	Gloucester Twp PD	1	11,608	1,296	1,484	1,491
Cape May	Avalon PD	1	2,164	94	152	126
Cape May	Cape May City PD	3	5,162	131	194	189
Cape May	North Wildwood PD	1	4,801	112	148	101
Cape May	Sea Isle City PD	1	2,976	42	56	60
Cape May	Stone Harbor PD	1	1,087	20	53	79
Cape May	Wildwood Crest PD	2	4,282	68	114	114
Cape May	Wildwood PD	1	5,211	196	351	342
Essex	Cedar Grove PD	1	12,565	217	298	248
Essex	Essex Fells PD	1	2,130	20	35	32
Essex	Fairfield PD	1	7,827	260	351	258
Essex	Glen Ridge PD	1	7,123	77	106	123
Essex	North Caldwell PD	1	7,354	58	93	121
Essex	Roseland PD	1	5,341	109	143	175
Essex	South Orange PD	1	16,788	255	372	382
Essex	Verona PD	1	13,315	235	247	273
Essex	West Caldwell PD	2	18,690	317	377	390
Hudson	Secaucus PD	1	15,663	798	780	792

May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
236	307	354	359	2,174	311	10	0
315	496	654	502	2,869	410	14	1
449	490	454	557	3,279	468	16	1
1,308	1,570	1,883	2,040	10,720	1,531	51	2
1,178	447	816	732	4,339	620	21	1
155	164	336	272	1,402	200	7	0
39	75	124	91	478	68	2	0
245	270	588	479	2,260	323	11	0
382	466	479	550	3,035	434	14	1
355	488	877	789	3,661	523	17	1
146	171	134	132	958	137	5	0
170	185	179	160	1,184	169	6	0
61	82	61	90	594	85	3	0
150	110	117	146	988	141	5	0
246	211	331	267	2,145	306	10	0
68	105	84	111	628	90	3	0
110	120	155	160	985	141	5	0
113	120	133	148	892	127	4	0
219	221	236	239	1,578	225	7	0
90	75	111	182	823	118	4	0
169	162	156	163	1,158	165	6	0
1,527	1,424	1,458	1,503	10,183	1,455	48	2
220	310	443	389	1,734	248	8	0
261	465	569	629	2,438	348	12	1
289	472	743	572	2,437	348	12	1
208	268	543	414	1,591	227	8	0
73	95	156	111	587	84	3	0
152	274	372	341	1,435	205	7	0
549	939	1,288	1,008	4,673	668	22	1
256	219	232	247	1,717	245	8	0
31	27	24	16	185	26	1	0
262	264	245	210	1,850	264	9	0
106	182	113	105	812	116	4	0
60	59	73	85	549	78	3	0
141	170	201	159	1,098	157	5	0
400	427	435	439	2,710	387	13	1
315	286	389	270	2,015	288	10	0
355	433	382	389	2,643	378	13	1
791	772	752	769	5,454	779	26	1

County	PSAP Name	Number of Municipalities Served	Pop 2004	Feb	Mar	Apr
Mercer	Hightstown PD	2	9,048	228	321	260
Mercer	Princeton Boro PD	1	13,590	238	380	296
Mercer	Princeton Twp PD	1	17,349	380	479	488
Mercer	Washington Twp PD	1	11,445	236	224	234
Middlesex	Dunellen PD	1	6,995	112	204	148
Middlesex	Highland Park PD	1	14,172	187	269	271
Middlesex	Jamesburg PD	2	13,672	171	201	176
Middlesex	Metuchen PD	1	13,335	177	232	37
Middlesex	Middlesex Boro PD	1	13,967	169	192	204
Middlesex	South Amboy PD	1	8,008	178	202	232
Middlesex	South River PD	1	16,025	172	297	256
Middlesex	Spotswood PD	2	10,238	111	173	230
Monmouth	Belmar PD	2	7,829	114	148	192
Morris	Boonton PD	1	8,468	91	244	141
Morris	Butler PD	1	8,118	113	136	98
Morris	Chatham Boro PD	1	8,428	193	207	106
Morris	Chatham Twp PD	2	13,454	108	202	204
Morris	Denville PD	1	16,188	206	325	442
Morris	Florham Park PD	1	12,556	183	236	223
Morris	Hanover Twp PD	1	13,556	274	492	419
Morris	Madison PD	1	16,005	205	339	251
Morris	Morris Plains PD	1	5,563	69	113	115
Morris	Morristown PD	1	18,842	534	720	528
Morris	Mountain Lakes PD	1	4,359	95	146	135
Morris	Pequannock Twp PD	1	15,192	148	237	167
Passaic	Hawthorne PD	1	18,378	346	388	332
Passaic	Little Falls PD	1	11,946	138	205	188
Somerset	Warren Twp PD	1	15,531	179	326	242
Sussex	Andover Twp PD	3	10,652	186	226	205
Sussex	Hardyston Twp PD	2	11,119	95	112	135
Union	Berkeley Heights Twp PD	1	13,619	182	308	297
Union	Clark Twp PD	1	14,709	224	316	212
Union	Fanwood PD	1	7,255	62	136	128
Union	Garwood PD	1	4,166	82	200	127
Union	Kenilworth PD	1	7,764	118	154	201
Union	Mountainside PD	1	6,660	176	249	180
Union	New Providence PD	1	11,981	154	188	148
Union	Roselle Park PD	1	13,296	246	353	366
Union	Springfield PD	1	14,788	300	421	311
Warren	Phillipsburg PD	1	15,070	334	442	481

May	June	July	Aug	Total Call Volume	Monthly	Daily	Hourly
230	268	232	259	1,798	257	9	0
275	279	294	262	2,024	289	10	0
398	429	419	439	3,032	433	14	1
272	262	269	219	1,716	245	8	0
154	121	101	117	957	137	5	0
257	290	290	277	1,841	263	9	0
158	146	211	171	1,234	176	6	0
40	196	141	161	984	141	5	0
152	228	190	219	1,354	193	6	0
168	185	187	165	1,317	188	6	0
230	215	288	220	1,678	240	8	0
134	116	163	122	1,049	150	5	0
180	200	269	239	1,342	192	6	0
136	185	141	148	1,086	155	5	0
112	75	108	93	735	105	4	0
105	122	270	155	1,158	165	6	0
208	205	155	175	1,257	180	6	0
321	376	353	378	2,401	343	11	1
223	251	263	233	1,612	230	8	0
309	281	330	340	2,445	349	12	1
250	266	252	217	1,780	254	8	0
95	97	76	85	650	93	3	0
562	607	648	615	4,214	602	20	1
141	139	139	107	902	129	4	0
169	175	167	188	1,251	179	6	0
306	305	263	358	2,298	328	11	1
151	146	144	178	1,150	164	5	0
218	222	228	207	1,622	232	8	0
182	227	177	192	1,395	199	7	0
147	130	178	189	986	141	5	0
263	263	274	234	1,821	260	9	0
216	292	211	237	1,708	244	8	0
105	121	123	131	806	115	4	0
163	162	146	141	1,021	146	5	0
145	179	146	129	1,072	153	5	0
213	272	249	244	1,583	226	8	0
162	199	146	179	1,176	168	6	0
312	342	323	311	2,253	322	11	0
314	325	397	373	2,441	349	12	1
354	336	390	338	2,675	382	13	1



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